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Making the best of difficult times

Andrew Mellor **Editor**

As parks and attractions at last begin to open for the 2020 season it goes without saying that this year will be the hardest on record for owners and operators as the COVID-19 pandemic wreaks havoc with the sector – and pretty much all other industries too.

An increasing number of parks have gradually and tentatively welcomed guests back but of course it is a very different experience for everyone, the likes of which we have never seen before. Temperature checks, social distancing, face masks, screens on rides and in eateries, hand sanitizer stations and more have all been introduced in an effort to make visits as safe as possible for both guests and park staff and it will certainly take some getting used to. But customers will appreciate all the efforts being made by operators and these actions will give them confidence that they will be safe during their visit.

I would imagine it's also going to be something of a balancing act for most venues in relation to operating at 50 per cent capacity, or even less than that, I believe, in some cases. How finances stack up at the end of the season will be difficult to predict – they'll certainly take a hit – but no doubt (although I'm no expert) being open is still better than being closed and missing out on a year of business.

I've also noted that some parks will be extending their season later into the year and hopefully for those who have taken that decision they will be adequately rewarded. Some new marketing tactics may have to be employed to ensure the benefits are worthwhile but it has to be worth a try as people look to enjoy a day out and venues seek to make the most of a difficult season.

But I think it's important parks make every effort to open their doors for other reasons too. I fully understand those who have decided not to do so for this year – and there are a few I've heard of – but it's good to see many beginning to open up again, not just from a business perspective but also to provide the opportunity for members of the public to get out for the day, or longer, and have some much needed fun and enjoyment with family and friends in a different environment to their homes and to forget about the difficult times we are enduring. Where better to get that "fun fix" than our amusement and theme parks, waterparks, FECs and other entertainment sites.

I don't wish to be any more negative about things than necessary but I also wanted to take this opportunity to spare a thought for those operators who, to date, have not been able to open up again, even if they would like to, for example indoor play centres. Here in the UK, while almost all other leisure and entertainment sectors have now been given the go-ahead to resume operations, indoor play venues have not and we have already seen a number going out of business. The British Association of Leisure Parks, Piers and Attractions (BALPPA) which counts among its members a great many indoor play centres, has put out some startling figures showing how the sector will be decimated if the government doesn't step in with further support until they can open again, but as the weeks and months tick by, it's becoming a desperate situation. A campaign for help from the government is underway so hopefully when I write this column in our next issue I will be able to report on this more positively.

In the meantime, keep well and stay safe and I hope that what remains of the 2020 season is as successful as it possibly can be for all.

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Calendar

September 9–11

GTI GUANGZHOU 2020, Area A, China Import and Export Fair Pahou Complex, Guangzhou, CHINA
Contact: Haw Ji Co., Ltd./Game Time International
Tel: +86 20 8126 9851

Email: gametime@taiwanslot.com.tw
http://www.gtiexpo.com.tw/cncht/index.php

September 30–October 2

RAAPA Expo Autumn 2020, Pavilion 75, VDNH, Moscow, RUSSIA
Contact: RAAPA
Tel: +7 495 234 5204
Email: raapa@raapa.ru
www.raapa.ru

October 6–9

WWA Show 2020, Las Vegas, Nevada, USA
Contact: WWA, 8826 Santa Fe Drive, Suite 310, Overland Park, KS 66212, USA
Tel: +1 913 599 0300
Email: patty@waterparks.org
www.waterparks.org

October 17–19

CAE Beijing 2020, China International Exhibition Centre, Shunyi New Venue, Beijing, CHINA
Contact: Katie Wang, L&A International Ltd., 6 Penmere Grove, Sale, Cheshire, M33 4FP, UK
Tel: +44 (0)161 610 0022
Email: katie.w@chinaattractionsexpo.org
www.chinaattractionsexpo.org

October 28–30

TAAPE 2020, Impact Exhibition and Convention Centre, Bangkok, THAILAND
Contact: Guangdong Grandeur International Exhibition Group
Tel: +86 20 2210 6418
Fax: +86 20 8257 9220
Email: info@grandeurint.com
www.taape.cn

November 11–12

Family Attraction Expo 2020, NEC Birmingham, UK
Contact: 4 Colston Ave., Bristol, BS1 2NT, UK
Tel: +44 (0)117 930 4927
www.familyattractionexpo.co.uk

November 17–19

MAPIC, Palais des Festivals, Cannes, FRANCE
Contact: Reed MIDEM, 27 Quai Alphonse Le Gallo, CS 10026 Boulogne, FRANCE
Tel: +33 179 71 95 15
Email: Daniela.jakovljevic@reedmidem.com
www.mapic.com

November 17–20

IAAPA Attractions Expo, Orange County Convention Centre, Orlando, Florida, USA
Contact: International Association of Amusement Parks & Attractions, 4155 West Taft Vineland Road, Orlando, Florida 32837, USA
Tel: +1 321 319 7600
Fax: +1 321 319 7690
Email: iaapa@IAAPA.org
www.iaapa.org/expos/iaapa-expo

2021

February 4–6

Atrax '21. 9th International Amusement – Attraction, Park – Recreation Industry and Services Exhibition, Istanbul Expo Centre, Istanbul, TURKEY
Contact: Tureks International Fairs Co.
Tel: +90 212 570 63 05
Email: nergis@tureksfuar.com.tr
www.tureksfuar.com.tr

February 24–26

8th Events & Amusement Expo Tokyo, Makuhari Messe, Tokyo, Japan
Contact: Reed Exhibitions Japan Ltd.
Tel: +813 3349 8510
Email: eventexpo.eng@reedexpo.co.jp
www.eventexpo.jp/en-gb.html

March 25–27

CAE Beijing 2021, China International Exhibition Centre, Shunyi New Venue, Beijing, CHINA
Contact: Katie Wang, L&A International Ltd., 6 Penmere Grove, Sale, Cheshire, M33 4FP, UK
Tel: +44 (0)161 610 0022
Email: katie.w@chinaattractionsexpo.org
www.chinaattractionsexpo.org


May 24–26

Saudi Entertainment & Amusement Expo, Riyadh International Convention and Exhibition Centre, Riyadh, SAUDI ARABIA
Contact: DMG Events
Tel: +9 6612 697 0287
Email: marketing@saudientertainmentandamusement.com
www.saudientertainmentexpo.com

June 7–10

IAAPA Expo Asia 2021, Venetian Macao, MACAO
Contact: International Association of Amusement Parks & Attractions, 4155 West Taft Vineland Road, Orlando, Florida 32837, USA
Tel: +1 321 319 7600
Fax: +1 321 319 7690
Email: iaapa@IAAPA.org
www.iaapa.org/expos/iaapa-expo-asia

As dates sometimes change, please check with organisers before visiting international trade events.

 Additional copies of **InterPark** distributed at these events.



The RAAPA Expo Autumn 2020 is scheduled to take place in Moscow from September 30 to October 2



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Picsolve and Pomvom merge to form new digital/tech combo

PICSOLVE, a leading digital content capture partner for attraction sites, has merged with Pomvom, the AI tech company based in Tel Aviv.

The merger was completed on June 19. It follows a series of successful product launches by Picsolve's innovation and creativity hub, Picsolve Lab, including the Super Selfie, Video Engine and Experience Wall. Pomvom's AI image recognition technology has benefited attraction sites around the world. The technology enables digital content to be distributed to users quickly and efficiently in real-time.

Merging the two technologies will enable site operators to provide guests with the chance to capture images that would have previously been impossible and view and order content from a personalised digital album through the attraction's app. By purchasing content on the app, operators can bypass the need for visitors to stand in queues waiting to collect personalised content.

David Hockley, Picsolve CEO, commented on the merger: "This merger will create a very powerful global player in the entertainment technology sector. We will combine our market knowledge and expertise, our innovative products and solutions and global footprint with Pomvom's industry leading technology, proven track record in new market development and dynamic, start-up culture.

"Together we will create a clear market leader that is capable of supporting our customers as they start to reopen and take advantage of the green shoots of recovery in the market," Hockley continued.

CAP.Co develops global innovative play projects

CAP.CO, a leading designer and manufacturer of unique play spaces for parks globally, has been working on a series of new innovative play products and projects.

The Boundless Playground, located on WindReach Farm on Bermuda, is designed to enrich the lives of people of all ages with disabilities and special needs. The playground provides opportunities for users to experience farming, nature and outdoor recreation, regardless of an individual's ability.

Another inspiring CAP.Co project is Fritz Pike Play, which can be found on Fritton Lake in Norfolk, UK. The playground is designed for all ages and is centred on the legend that a giant Pike lurks beneath the waters of the lake. Elements of the story have been weaved into the design of the playground.

Additionally, the team at CAP.Co has created the first in a series of six new and unique play areas for Nansledan in Newquay, UK. The Nansledan Adventure Play area is based on different zones, each of which offers a different play experience. Key features include a clamber net, crawl tunnels, jungle rope swing, wonky walkways and balance beams among many more.



ETF-Group takes over SOIOS B.V.

ETF-Group, specialists in ride design and manufacture, has announced it has taken over SOIOS B.V., a designer and producer of innovative road trains for passenger and freight transport.

SOIOS is known for making high-quality electric and solar powered vehicles designed to achieve emission-free, eco-friendly transport. By equipping theme parks and amusement facilities with the eco-friendly technology, operators can save up to \$22,500 a year on energy and maintenance costs.

SOIOS creates trains that are ideal for theme parks, accommodating up to 72 guests and being available with on-board screens and audio systems. The vehicles are supplied with acid lead or lithium battery packages.

The takeover of SOIOS B.V. means ETF-Group has extended its product portfolio, which includes the successful trackless dark ride vehicles designed by ETF Ride Systems. SOIOS will continue to develop innovative products for theme parks, open-air museums, zoos and other businesses, under the ETF – SOIOS B.V. flag.

Merlin Entertainments to donate tickets to emergency and essential workers

MERLIN Entertainments is to donate 30,000 tickets to emergency service and frontline support workers around the world who have worked throughout the COVID-19 pandemic. The move is part of the company's Big Merlin Thank You campaign.

As part of its reopening strategy, frontline workers and emergency service staff in the UK, Asia, North America, Australia and New Zealand, will receive tickets to enter Merlin Entertainments venues.

In Britain, the tickets will be available through the free Blue Light Tickets programme, an initiative where frontline workers in the UK can register to receive free tickets for events, venues, stadiums, clubs and other attraction and entertainment sites.

Will Campbell-Lamerton, partnerships and operations manager at Blue Light Tickets, commented: "In these difficult times, we have been blown away by Merlin's generosity. We know that free tickets to leisure days out will spread the message of 'thank you' to NHS, healthcare and emergency service workers, who've shown superhero strength and dedication in recent months.

"For those who haven't been able to spend much time with their families during the COVID-19 lockdown, either as a result of long working hours or social distancing, we hope that a free day out at a Merlin resort/attraction will give some respite to those who need it most."

Merlin Entertainments has donated tickets to the Blue Light Tickets venture through its dedicated charity arm, Merlin's Magic Wand. The charity was established by Merlin to offer days out for children and families around the world living with the challenges of serious illness, disability or adversity.



Zamperla launches new safety feature technologies

A SERIES of new safety product technologies has been developed by Zamperla Plus (Z+), a division of Italian ride manufacturer Zamperla.

Z+ specialises in high-tech developments, centred on bringing the latest technologies and industry insights together to create innovative solutions in the amusement industry. The current challenging climate in the wake of the COVID-19 pandemic has forced the industry to reinvent itself. Z+'s new products are developed to meet these challenges and contain the spread of coronavirus at theme parks and amusement sites.

The Z+ People Counter features a camera tracking system, which accurately regulates the number of visitors entering an enclosed area or building, providing parks with real-time data on visitor numbers.

The Intelligent Temperature Test Device detects body temperature and regulates the safe entry of guests entering sites to mitigate the risk of contagion caused by COVID-19 and other viruses.



NEWS IN BRIEF

EUROPE To help theme parks meet the challenges of social distancing, Zamperla has conceived a plexiglass safety barrier which guarantees social distancing among visitors at theme parks, even when using attractions. The plexiglass barrier is easy to install with no major changes to rides required. Zamperla's prototype team is working on the design and manufacture of the plexiglass barriers for the majority of Zamperla attractions, such as the Sky Tower, Magic Bikes, Crazy Bus, Jump Around, Disk'O, Junior Coaster, Aerial Ride, Thunderbolt and more.

US ITPS, an industry leader in performing on-site safety and operations audits, has announced it has enhanced its services to accommodate changes to health and safety protocols in the attractions industry in relation to COVID-19 compliance. As well as offering standard auditing

procedures covering the safety practices and operating efficiencies of attraction facilities, ITPS is providing an enhanced service known as Audit+.

CHINA Construction has begun on the OCT Happy Coast Zhongshan project. The project is the first large-scale cultural and tourism development of OCT (Overseas Chinese Town Enterprises) in Zhongshan city. The site is to cover an area of almost 300,000sq. m and will comprise an adventure park, wetland park, science and technology park, a creative zone, carnival area, cultural area, food zone, a hotel complex and other facilities.

ASIA Edge Innovations, specialists in the design, development and production of advanced tech-based systems, has developed a robotic dolphin. The animatronic dolphin could potentially replace live dolphins living in captivity in theme parks and aquariums throughout China.



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Drayton Manor Park launches new virtual queuing app

DRAYTON Manor Park, the family theme park in Staffordshire, UK, has launched a new mobile app to enable virtual queuing to assist with social distancing among guests.

The park has teamed up with Attractions.io to develop the app which guests can download to any smartphone. The app was launched in time for the park's phased reopening on July 4. It informs guests when it is their time to board a ride, therefore eliminating the need for visitors to queue for attractions. The virtual queueing feature also means guests can enjoy spending more time exploring the park and less time waiting in queues.

Other features of the new app include an interactive map, live waiting times, wayfinding and day planning. Visitors can plan their itineraries at the park to blend seamlessly with the virtual queueing feature.

Alexa Hickling, director of sales and marketing at Drayton Manor Park, commented: "The park was keen to invest in new technology to remove common points of friction and help guests make the most of their visit. We chose Attractions.io for their comprehensive platform functionality and innovative approach."



Compagnie des Alpes reinforces stake in Futuroscope operating company

THE Vienne Department Council in France has selected a project submitted by the Societe Anonyme du Parc du Futuroscope (SAPF), a company which Compagnie des Alpes has controlling interest in, for a 30 year lease of the operation of the theme park.

Within the new lease, a transformative project of the Futuroscope facility will be carried out. The project is designed to enhance the appeal of the site as a leading short-stay destination in France and Europe.

The project includes the deployment of three major attractions between now and 2025, as well as the renovation of green spaces, outdoor facilities, new animations and the creation of more diverse dining options at the park. The "Futuroscope 2" project will integrate an aqua park and two themed hotels.

Dominique Marcel, chairman and CEO of Compagnie des Alpes, commented: "We are particularly delighted that this project is coming together today. With the Vienne Department and the Caisse des Dépôts, via the Banque des Territoires, we share the same vision for the future of Futuroscope and our ambition is to maintain and consolidate the position of Futuroscope among the most attractive parks in France."



Compagnie des Alpes



Pirates in Batavia returns to Europa-Park

AFTER a long wait, Pirates in Batavia has returned to the Dutch themed area of Europa-Park, Germany's largest theme park.

For Europa-Park's owners, the Mack family, and loyal fans of the theme park, the reopening of the Pirates in Batavia attraction is a momentous occasion.

The ride has been entertaining guests since 1987, taking them on an adventure to explore the exotic port of Batavia. However, in May 2018, the popular family attraction was sadly destroyed in a fire, but following 24 months of reconstruction it is now back providing enjoyment for guests once more.

The water-based attraction takes visitors on an eight-minute boat ride with Bartholomeus van Robbemond. Each of the ride's 17 boats can accommodate up to 16 passengers who venture past elaborately designed scenes to bring the adventurous pirate journey to life.

On July 28, the Mack family celebrated the anticipated reopening of the much-loved ride. Europa-Park's owner, Roland Mack, commented: "We are very happy to be able to celebrate this memorable event today. The fire and the loss of the unique attraction had torn a deep hole in our hearts. It is all the more wonderful that the Pirates in Batavia are back at Europa-Park – now even bigger, more beautiful and more exciting."

Movie Park Germany brings back meet and greet characters

THE popular Nickelodeon TV heroes from PAW Patrol, SpongeBob SquarePants and Patrick Star are back at Movie Park Germany. As of June 29, visitors have had the chance to meet the popular characters at the family theme park.

During their visit, guests can immerse themselves in the world of movies, meeting and greeting the well-known TV heroes, while staying 1.5m away for social distancing purposes.

Thorsten Backhaus, managing director of Movie Park Germany, commented on the return of the meet and greet feature at the site, saying: "We are happy to welcome the well-known characters back in time for the summer holidays. Especially for many families with children, the popular series heroes are always a visiting highlight."

"As before, the safety and health of all guests and employees are our top priority. We have therefore been in close contact with the authorities. In accordance with the appropriate hygiene and infection prevention measures and by maintaining the required minimum distance, we are happy to make meet and greets with our characters possible again," he added.

The PAW Patrol themed area Adventure Bay enjoyed great success in 2019 and now offers three family attractions based on the popular children's TV series.



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Two-thirds of UK indoor play centres face closure without government support

TWO-THIRDS of British indoor play centres could face closure by October unless they have additional support from the government. This was the finding of a survey carried out by the British Association of Leisure Parks, Piers and Attractions (BALPPA).

The survey interviewed over 60 indoor play businesses in the UK. It revealed that 18 per cent will be forced to close by the end of August, 24 per cent by the end of September and a further 22 per cent by the time October ended. In light of its findings, BALPPA is urging the government to provide emergency financial aid to indoor play centres around the country.

Paul Kelly, chief executive of BALPPA, commented: "In total that's almost two-thirds (of the sector) warning they will go out of business within four months unless something is done, which quite frankly is terrifying.

"We're imploring the government to step in and help save these operations from disaster. Whether it's extra grants or an extension to the furlough scheme, something needs to be done to avoid an impending catastrophe in the leisure and tourism industry."

Efteling's Max & Moritz family coaster now open



JUNE 20 saw the family-friendly Max & Moritz roller coaster open at Efteling theme park in Holland.

The new attraction is geared towards children between the ages of four and 10 but is suitable for the whole family.

Efteling's CEO Fons Jurgens commented on the opening, saying: "After saying goodbye to the iconic Bobsleigh ride last year, young visitors to Max & Moritz will be able to share their first roller coaster experience with the whole family.... It is a very contemporary and real Efteling ride, based on the German poem about the rascals Max and Moritz. During the ride and in the surrounding area, visitors will find out about Max and Moritz's tricks and mischief."

The ride was manufactured by German manufacturer Mack Rides. The double coaster comprises two tracks, each of which accommodates one train. The trains ride in opposite directions, meeting each other a couple of times throughout the duration of the ride.

The trains are powered electrically, meaning the speed varies, and visitors can choose which track to ride on, the blue track being Max and the green being Moritz.

MK Themed Attractions welcomes Mallorie Levent



DANISH company MK Themed Attractions has welcomed Mallorie Levent, a well-known and credible name in the themed experiences and attractions industry, to its team.

Prior to joining the company, Levent worked for Concept 1990, the French company known for the production of carousels. MK Themed Attractions wanted to develop its French speaking market, making Levent the perfect appointment.

As Lars Nielson, themed attractions specialist at MK Themed Attractions, commented: "We see a great opportunity for our company to expand into the French speaking markets and have been so lucky to get a native French speaking, talented colleague to join our team, who is motivated to help our clients create spellbinding theming for their various attractions."

PortAventura World introduces programme for safe reopening

PORTAVENTURA World, the entertainment resort in Catalonia, Spain, has introduced a leisure and holiday programme. The programme enables guests to go on the park's rides, enjoy dining on the diverse range of cuisine at the site and stay at the different themed hotels, all within a safe environment.

The theme park reopened on July 8, with the social distancing and safety and hygiene measures required by the authorities all in place.

These measures include temperature checks being carried out at the entrance to the parks and the hotels. The use of face masks is mandatory throughout the resort and the continuous disinfecting and cleaning of rides and contact points has also been put in place.

Additionally, visitor numbers have been reduced to 30 per cent of the total capacity, while a new flow system has been implemented to avoid large groups from gathering and to keep direct contact to a minimum while guaranteeing the 1.5m distancing between visitors.

New signage and information displays have been erected throughout the park to keep guests well informed. Cashless payment options are also available to help avoid physical contact.



AALARA's Industry COVIDSafe Plan approved

IN Queensland, Australia, the Industry COVIDSafe Plan, which provides support, guidance and advice to help keep amusement park facilities healthy, safe and virus-free, has been approved.

The Australian Amusement, Leisure and Recreation Association (AALARA) is the primary industry body for the amusement, leisure and recreation industries in Australia and now the organisation's Industry COVIDSafe Plan has been approved, it can be used to help amusement sites ensure the development and maintaining of a COVID-safe operation.

The AALARA COVIDSafe Plan provides resources designed to help amusement parks and attractions operate safely. AALARA board directors and management are continuing to lobby state and federal government for all sectors of the Australian industry, with the aim of being a source of factual and useful information. The resources available include the Industry COVIDSafe Plan, an AALARA COVID-19 Action Plan and AALARA Industry Checklists.

Additional resources include information on wage subsidiaries, cash flow, sole traders, small and medium businesses, keeping team members safe, tax, bill, fee and rent relief and lobby letter templates.



Genting's new theme park in Malaysia to open in 2021

THEME park operator Genting has confirmed its new outdoor theme park in Malaysia will open in the second quarter of 2021. The name of the park – Genting SkyWorlds – has also been made official.

The park was due to open in 2020 but was delayed because of the COVID-19 pandemic and the Movement Control Order (MCO) implemented by the Malaysian government in response to the outbreak.

Genting SkyWorlds will no longer be based on the 20th Century Fox branding, which was originally planned for the park. It will, however, incorporate classic movie features, from the likes of *Minions* and *Planet of the Apes*.



Polin opens new attractions at WhiteWater World Australia

POLIN Waterparks has advanced its status as Australia's leading waterpark designer and supplier, with the opening of new water attractions at WhiteWater World, the largest waterpark in the country.

WhiteWater World is located on the Gold Coast next to Dreamworld and is inspired by the huge waves that dominate this part of Australia's coastline.

The new waterslide attractions make up an area known as Fully 6 and comprise six individual body slides and five unique "splashtacular" experiences, decked out with striking multi-coloured natural light effects.

The multi-million-dollar makeover of WhiteWater World also includes improvements made to existing slides and attractions to give them a brand-new look.

A team of 40 local contractors have been working on developing Fully 6, including the creator of Swimplex-Polin Australia. Murray Booth from the company commented on the work it has carried out on the Gold Coast, saying: "It's great to be a part of a new era here at Dreamworld and WhiteWater World."

Sohret Pakis, director of marketing and communications at Polin Waterparks, said: "As a waterslide supplier, we are not only doing waterslides; rather, we are able to offer a complete guest experience package. We are in a position to offer more to our clients by integrating different parties, products and technologies to benefit them and delight their customers, the park guests."

IAAPA hosts first-ever IAAPA Virtual Expo: Asia

IAAPA, the global association for the attractions industry, has created the first-ever IAAPA virtual expo.

The Virtual Expo: Asia event was scheduled to take place live daily from July 28 to 30, enabling attendees to connect, network and buy from virtual locations.

The immersive, three-day experience was due to feature innovative and uncharted ways for those in the attractions industry to connect digitally. The event included a virtual trade show floor, education sessions, networking areas and lounges and on-demand content.

Prior to the event, June Ko, executive director and vice-president, IAAPA Asia Pacific Operations, shared her excitement about the virtual expo, saying: "We are excited to introduce our first IAAPA Virtual Expo to the Asia Pacific market to meet the needs of our members during this time."

"IAAPA Virtual Expo: Asia is a new, innovative way for IAAPA to provide a unique experience for global attractions industry professionals to learn, buy and connect. And while this event is unlike any other IAAPA has hosted before, it will still deliver high-quality, engaging and important content and opportunities that IAAPA is known for," Ko added.





Walltopia announces partnership with Zipline Korea

WALLTOPIA, the Bulgarian-based manufacturer of climbing walls and active entertainment products, has announced a new partnership in the Korean market. The company is teaming up with Zipline Korea, the largest provider of zip line attractions in Korea.

The partnership will mean the Korean market will be able to benefit from Walltopia's expertise in developing complex active entertainment projects to take attractions to new levels.

A series of services will be offered, including architecture and design, engineering, production, project management, assembly and maintenance and inspection. A range of products will also be brought to Korea, including rope courses, artificial caves, boulder climbing walls, fun walls, ninja courses and more.

Collaboration between the two companies was initiated when Zipline Korea visited Bulgaria to participate in an extensive training programme with Walltopia.

Jeffrey Wonkyu Jung, CEO of Zipline Korea, said: "Our ambition is to bring to Korea projects that incorporate a number of active entertainment products in one. This is Walltopia's speciality. The company has a proven track record of delivering hubs for adventures that combine sport, adrenaline and fun and engage people in the experience of multiple activities in one visit."

Universal Studios Japan postpones opening of Nintendo-themed area

UNIVERSAL Studios Japan has announced it is postponing the opening of its Nintendo-themed area.

The attraction was originally due to open in July, ahead of the 2020 Summer Olympics, but was postponed due to the COVID-19 pandemic. Universal fears that Super Nintendo World could be so popular it may act as a potential health hazard, enabling the virus to spread.

Super Nintendo World is centred on video game properties owned by Nintendo, namely the Super Mario series. The park will feature a ride focused on the Mario Kart series. It will also be home to Power Up Bands, wrist bands that sync with visitors' smartphone apps to track digital activities as they navigate around the park.

Universal Studios Japan reopened on June 8 with strict health and safety guidelines in place, including limited capacity, temperature checks on arrival and the mandatory wearing of masks.

A new opening date for Super Nintendo World has not yet been announced.



Australia's theme parks gradually reopen throughout the summer

THEME parks in Australia have been gradually reopening to the public, so guests can enjoy visiting the country's leading attraction sites before the end of the summer.

The first to reopen were Australia's Village Roadshow Limited theme parks, including SeaWorld and Paradise Country, which opened on June 26.

The Australian Outback Spectacular, the dinner and show package located between Warner Bros. Movie World and Wet 'n Wild Water World at Oxenford on the Gold Coast, reopened on July 15.

Each site is operating under strict health and safety protocols, which include the pre-booking of tickets and virtual queuing via an app. The parks are also operating at no more than 50 per cent of their authorised capacity until further notice.

Due to social distancing measures, Movie World will not be holding its Streets Star Parade. Alternatives to meetings between characters and visitors will be introduced and seating at the theatre and outdoor stadiums will also be limited.



Phase 1 of panda resort expansion to be completed by May 2021

THE first phase of the panda base expansion project at the Chengdu Panda International Tourism resort in the city of Chengdu, China, is expected to be completed in May 2021.

The base is to be expanded in size and will accommodate 20 new animal habitats to house around 180 new pandas. Other animals that will live at the base include red pandas and golden monkeys.

Further developments to the Chengdu Panda International Tourism resort will include the construction of immersive paths for visitors and a sightseeing base where guests can view the animals from multiple levels. There will also be additional catering facilities, a creative centre, a cinema and a series of business facilities at the resort.

The park will feature six areas – Adventure Valley, Forest Exploration, Infinite Hill, Hero Farm, Science Exploration and Treasure Lake. Each area will integrate architecture with elements of nature and entertainment.



Mega international tourist resort to be developed in Guangxi province

A 'mega' international tourist resort is to be built in Nama town in the Guangxi province of China. The site will integrate themed tourism, cultural performing arts, shopping, leisure facilities, as well as ecological preservation and protection.

The tourism resort will sit on an area of around 3.36 sq. km. The site will form what's described as "One Belt, One Heart and Three Zones."

"One Belt" refers to the landscape of the resort, comprising the Bachi River, open spaces, public services and commercial and recreational facilities along the shore.

"One Heart" describes the entertainment, cultural tourism, commercial complex and green space that lie next to the Bachi River. The "Three Zones" refers to the Juangbeu, the Jiangnan co-residential zone and the Binjiang commercial and leisure zone.

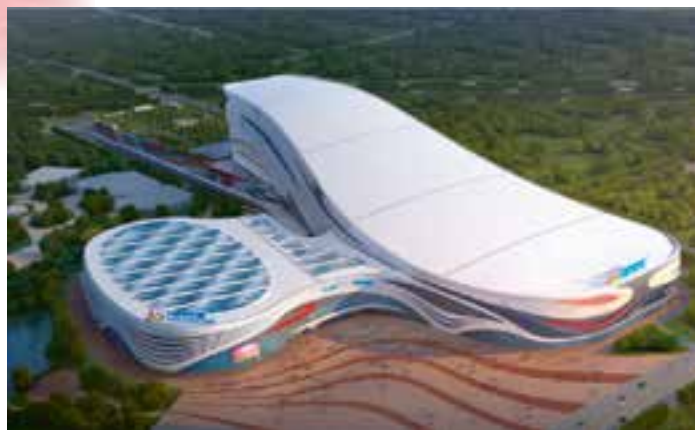


Kaisha Jinshawan International Resort to open in phases

KAISHA Jinshawan International Resort, the first international resort project in Dapeng New District, Shenzhen, China, will open in stages in 2021.

Construction work for the site began at the end of 2016. Most of the rides have now arrived at the site and are being installed.

The resort covers an area of approximately 1.5sq.m. AI and VR technologies feature heavily at Kaisha Jinshawan International Resort, while sensors are also a key feature of the venue, with more than 800 in the ocean pavilion and 700 in the ice and snow pavilion. The sensors enable the operator to monitor and control energy use remotely.



Opening rolled out of Sunac water and snow complex

ON June 30, the water and snow complex of Chengdu Sunac Cultural Tourism City began to open to the public.

The snow complex spans an area of approximately 80,800sq.m and features three professional ski runs –advanced, intermediate and primary. An area of around 21,000sq.m is home to a series of snow amusement attractions.

The Water World complex extends over 43,000sq.m, making it one of the largest projects of its kind in Sunac. The site boasts a snow mountain theme, focused on the ethnic minorities of Qiang and Tibet.

Other features of Chengdu Sunac Cultural Tourism City, including the outdoor theme park, international convention centre, Sunac Mall, Sunac Wanda Wenhua Hotel and a bar street, are due to open on September 19, 2020.

The show area of the site is scheduled to start operating on December 30, 2020.

Two Xiang River Happy City theme parks debut



HAPPY Snow Land and Happy Water Town, two theme parks that are part of the ambitious tourism project in Hunan known as Xiang River Happy City, were due to open for a trial operation on July 11.

Happy Snow Land extends across an area of 30,000sq.m. The site features two Alpine towns which are connected by a cable car and ski-line. One of the areas is a recreational snow facility, which features 13 slides, viewing spots and snow entertainment attractions. The other part of Happy Snow Land is the ski area.

Happy Water Town, designed by the international entertainment design company FORREC, comprises an 80,000sq.m outdoor waterpark. The park is divided into three themed areas and features more than 20 water rides for all ages.



MENALAC drafts health and safety standards for Middle East venues

THE Health and Safety Committee of the Middle East and North Africa Leisure and Attractions Council (MENALAC) has drafted a series of minimum standards and procedures for members to implement prior to the reopening of sites.

The attractions industry has been shut down in the Middle East since March because of the coronavirus pandemic. However, many sites are beginning to reopen, prompting MENALAC to provide members with health and safety guidelines.

Salvio Liedtke, vice-president of MENALAC, has urged parks and venues reopening to do so safely and carefully. Maintaining rigid health and safety procedures for an extended period will help regain the trust of visitors and prevent another lockdown, he said.

"We urge members and operators to follow these recommended standards in conjunction with the standards that are specifically prescribed by authorities in your city/country of operation," Liedtke added.

The health and safety procedures include technology upgrades to reduce the need for human contact. Social distancing will also be in place until the "situation improves."

Some members of MENALAC have begun to implement the new Standard Operating Procedures, including training employees in health and safety issues and providing them with PPE and hand sanitiser.

Simworx partners with Engage Interactive in Saudi Arabia

SIMWORX, a global leader in the supply of media-based attractions, has announced it is partnering with Engage Interactive. The partnership will involve Engage Interactive taking on the role of UK company Simworx's external sales representative in the Saudi Arabia region.

The move is part of Simworx's plans to expand into Saudi Arabia, where the attractions industry is expected to grow exponentially in the coming years. Simworx has enjoyed much success in the UAE and has attended the last two Saudi Attractions Expos. Its partnership with Engage is aimed at boosting the company's efforts to expand further into the Saudi Arabia market.

Engage Interactive specialises in the development of innovative experiences that utilise cutting edge technology, its expertise lying in the provision of AI and smart technologies within the fields of augmented reality, simulation, touchscreens and projection and LCD screens.

Terry Monkton, CEO of Simworx, commented: "We have had several meetings with Engage in recent months and I have been very impressed by

their dynamism, market knowledge and the contacts they have generated. I am certain that the partnership will be a huge success and integral to seeing many of Simworx's attractions entertain locals and overseas visitors in the fast-growing Saudi Arabian entertainment sector."

Engage Interactive's founder and CEO, Tariq Al Shalfan, also shared his enthusiasm for the alliance, saying: "We spent a considerable amount of time evaluating various suppliers of media based attractions and we were very impressed by Simworx's extensive product range, its credential portfolio and the quality of the many installations that the company has completed. We look forward working with Simworx and bringing their amazing attractions to Saudi Arabia!"



Dubai Parks and Resorts theme parks to reopen in September

DXB Entertainments, operator of the Dubai Parks and Resorts theme parks, have announced the attraction destination will remain closed for the present time and will reopen in September.

Theme parks in Dubai were temporarily closed in March due to the outbreak of the coronavirus pandemic. DXB Entertainments has confirmed the closure will be extended for the summer with the parks resuming operations on September 23.

Throughout the summer, however, the parks will continue to undergo an enhancement and renovation programme. The work will include the introduction of 12 new rides at the sites. Eight of the attractions are due to be completed by the third quarter of 2020. The remaining four rides are expected to be completed by the fourth quarter of 2020.

Mohamed Almulla, managing director and CEO of DXB Entertainments, commented: "As Dubai is getting ready to welcome back tourists with the opening of the leisure and entertainment sector, we are eager to welcome back our guests with new rides and experiences for the entire family."

"The summer period has historically been the low season for visitation to the theme parks. We are therefore utilising this period to complete maintenance works and focus on the enhancement programme for Motiongate Dubai and Bollywood Parks Dubai."



New Route 66-themed coaster for Santa Monica's Pacific Park

A NEW Route 66-themed roller coaster with a red '57 Chevy Train has arrived at Santa Monica's Pacific Park in California.

Pacific Park is located on Santa Monica Pier. Each year the family theme park attracts around 10 million guests. It is anticipated that the new R66 West-Coaster will increase ridership at the Santa Monica Pier by at least 25 per cent to 1.4m rides every year.

The ride was manufactured by Chance Rides, which has almost 60 years' experience of manufacturing a diverse product offering of electric CP Huntington trains, amusement park rides, trams, roller coasters and observation wheels.

The first coaster was installed at Santa Monica's Pacific Park in 1996 and was manufactured by Morgan Manufacturing. Talking about developing the popular theme park further, Dick Chance, CEO of Chance Rides, said: "We are very honoured to carry this on with a fun nostalgic theme."



Installation underway for The Great Humbug Adventure Dark Ride

SALLY Dark Rides, a leading design and manufacturer of dark ride attractions, has started installation on The Great Humbug Adventure. The newly reimagined dark ride is being installed at Santa's Village in Jefferson, New Hampshire, US.

The attraction will combine new features with old classics, reliving the much-loved tale of The Great Humbug Adventure. Guests are taken on a ride through the mansion of Ebenezer Scrooge and past the many peeved humbugs that have taken over his vast estate. Riders are encouraged to tickle the humbugs using a special Giggle Gadget to stop them getting up to mischief.

A new queue experience will feature an animatronic Scrooge alongside a mischievous humbug. After being hit, a humbug target changes colour, as visitors battle to hit the highest number of pesky humbugs and score the most points.

The ride features seven four-passenger vehicles, offering a capacity of 500 people per hour. When Santa's Village reopens for 2020, when it is safe to do so, it will mark the attraction's 20th anniversary, making the launch of the newly reimagined dark ride even more of a special occasion.



Six Flags launches mobile food ordering app

SIX Flags is launching a new app that enables guests to order food without having to make any contact with staff. The app is part of the theme park group's social distancing initiatives.

The Mobile Food Ordering app will allow visitors to order food and beverages at dining locations across Six Flags parks remotely. As Bonnie Sherman Weber, senior vice-president of in-park service at Six Flags, explained: "Social distancing is a key component of our operations. By utilising Mobile Food Ordering, guests will spend significantly less time in food lines and more time enjoying their visit. More than 75 per cent of our dining locations now offer this option, with more being added daily.

"We are thrilled to offer our guests the convenience of ordering their favourite theme park foods right from the palm of their hands," she added.

Visitors need to download the Six Flags app and select "Mobile Ordering" on the restaurant tab. Food can be selected and customised and then paid for electronically. Guests will receive instructions on how to pick their food up when it is ready.

Roulette wheel 'transformed' into ride attraction



US Thrillrides, creators of unique ride experiences with reduced footprints, have been working on a new concept that transforms a roulette wheel into a ride.

Known as the Unicoaster Roulette, the attraction combines concepts such as Nickelodeon's Brain Surge at the Mall of America and Jimmy Neutron's Atom Smasher at the American Dream, with the thrill of winning big, all while guests ride. Additionally, Unicoaster Roulette boasts a small footprint, meaning it can fit into venues that are sparse on space.

The attraction has been developed to adhere to new social distancing rules and includes protection screens behind each seat to protect riders from airborne droplets.

WATER PARKS



ADG builds only new waterpark to open in US in 2020

AQUATIC Development Group (ADG), a leading US designer and builder of waterparks and water attractions, has announced the opening of Soaky Mountain Waterpark, the only new waterpark to open in the US in 2020.

Located in Sevierville, Tennessee, the 50-acre outdoor waterpark has been creatively designed to preserve and showcase the unique elevation of the landscape the park sits on. Boasting a “modern mountain” design, the park is straddled on a mountainside made predominantly out of shale rock. ADG’s construction team was forced to move 750,000 yards of earth before work on the site could begin.

The \$90m waterpark features more than a dozen attractions, including two WaveTek attractions – a 35,000sq. ft. wave pool that can generate waves of up to 6ft high and a Tidal River that extends over 24,000sq. ft. and was designed by ADG. ProSlide developed a slide package for the waterpark, featuring several industry-first slides which fit into the unique topography of the site.

Jim Dunn, president of Aquatic Development Group, commented: “The exciting thing about the attractions in this park is that most of the rides have innovative combinations of features or are hybrid dual-functioning rides, creating a truly unique and unexpected ride experience.”

Sea Life Aquarium celebrates Independence Day in style



SEA Life Aquarium located at the Legoland California Resort celebrated July 4 with a difference, displaying a Lego model of the American flag in its 200,000-gallon ocean tank.

Legoland California’s master model builder Tim Sams teamed up with aquarium divers to place the Lego flag 17ft below the tank’s surface for guests to observe. The model is 4ft long and took Sams over 10 hours to build, using 2,400 Lego bricks. It was displayed in the tank for visitors to enjoy for the duration of the July 4 weekend.

Sea Life Aquarium was the first attraction to reopen at the Legoland California Resort following the COVID-19 outbreak.

Fantawild reopens waterparks

FANTAWILD, a leading provider of innovative solutions for the theme park and attractions industry, has reopened its waterparks in China.

The Wuhu waterpark in Wuhu, Anhui province, China, resumed operations in June, following prolonged closure due to the coronavirus pandemic. Zhengzhou waterpark reopened on May 30 and Xiamen waterpark is on June 6.

All Fantawild waterparks reopening imminently will follow strict health and safety measures designed to protect visitors. The measures include contactless ticketing and payment solutions, a real name booking system, temperature screening, visitor attendance control and social distancing throughout the waterpark. All attractions at the site, as well as public areas, restaurants and stores, will be regularly cleaned and disinfected.

To help keep guests stay comfortable during their visit, the parks have put sunshades up in the queuing areas and cooling stations with sprays are located around the waterpark.



Online reservations added to SeaWorld Orlando’s reopening plans

SEAWORLD Orlando reopened to the public on June 11 and to ensure the health and safety of guests and staff, the venue has introduced a raft of safety measures.

These include the introduction of a new online reservation system, designed to help SeaWorld Orlando manage capacity more efficiently and meet physical distancing requirements.

All guests must book their tickets online prior to visiting the site. Visitors, including annual pass holders and Fun Card tickets, must bring their eTicket and their original ticket, Annual Pass or Fun Card to the entry gate on arrival.





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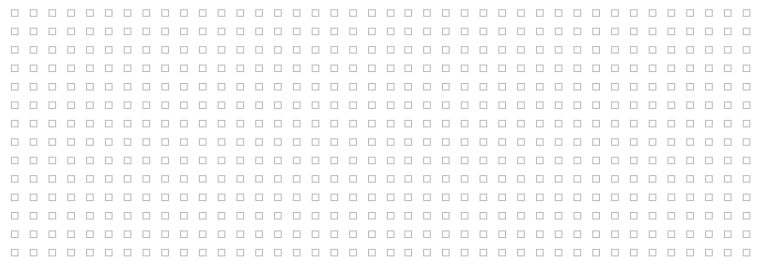
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WATER PARKS



Polin Waterparks launches AIPX image recognition technology

POLIN Waterparks has launched a new, next level image recognition technology for waterparks, known as AIPX.

AIPX makes it easier than ever before for visitors to waterparks and amusement sites with water attractions to capture their fun memories.

Dubbed as next-level image recognition technology, AIPX is a highly innovative face recognition system. Featuring specially developed artificial intelligence architecture, AIPX is able to detect an individual even if the face is partially covered, their eyes are closed or the guest is screaming.

By placing AIPX cameras in strategic places around a waterpark, sites can capture special memories in real-time. The action can be captured in live videos as well as stills from the best angles for optimum memory capturing. Visitors can share their experiences instantly on social media with the AIPX system. With instant uploads to the visitor's phones, guests don't have to waste time queuing for experience snaps and therefore get to spend more time enjoying the park.

The AIPX system provides park operators with data insights and analytics based on age, gender, location, times and relations. It is also compatible with all smartphones and can be used hands-free.

World's Largest Swimming Lesson held on July 16

THIS year's World's Largest Swimming Lesson (WLSL) took place on July 16. It was the 11th year of the event, which was created by the World Waterpark Association in 2010.

The global swimming event is supported by waterparks, swimming pools, swimming schools, aquatic facilities, YMCAs and other water-based sites. The event provides a platform for the international aquatics industry to work together to generate greater awareness of the importance of teaching children to swim to prevent drowning.

The 2020 WLSL shared the message "Swimming Lessons Save Lives." 48 countries took part in this annual swimming event, attracting millions of children and adults into pools to participate in the world's largest swimming lesson.



WhiteWater launches Endless Surf

WHITEWATER has launched Endless Surf, a powerful inland wave technology. The Endless Surf wave has been selected to be installed in the €250m development at La Vague Grand Paris.

The pool technology features efficient and customisable waves and comprises a heart-shaped pool that is scalable in size. The pool boasts a 1,000ft width and a five-acre pool, which can provide an end-to-end surf lasting 26 seconds. The operator can control the wave pattern in real-time based on session requirements and the number of guests in the pool via patent protected proprietary programming accessed through a Wave Doctor interface.

Endless Surf can also run multiple wave types simultaneously enabling beginners, intermediates and experts to surf at the same time, bringing welcome flexibility to operators.

Geoff Chutter, WhiteWater's CEO, spoke about the new creation, saying: "WhiteWater made its first surf pool, Disney's Typhoon Lagoon, in 1989. With Endless Surf, we introduce the next generation of surf pool technology. Our goal is to make the world's best man-made wave, creating an authentic surf experience that enables tens of thousands to discover the thrill of surfing for the first time."

Paul Chutter, chief business development Officer of WhiteWater, added: "Our reliable pneumatic technology creates endless rolling sets, designed for operational success; being flexible, high capacity and above all else, safe."



WWA shares guidance on operating during COVID-19 pandemic

THE World Waterpark Association (WWA) has shared advice and guidance to waterparks, public pools and hot tubs operating during the health crisis.

The guidance includes how to promote behaviour among guests and staff to help prevent the spread of the virus, maintain safe and healthy environments and what to do if someone at the premises becomes ill.

Such procedures include the promotion of regular handwashing and the wearing of face masks. The WWA advises operators to ensure they have adequate supplies of cleaning and hygiene materials, such as hand sanitiser and no-touch waste bins. It is essential that waterpark sites communicate hygiene and health and safety measures to visitors, the WWA stipulates.

Further guidelines include maintaining rigorous cleaning schedules and the implementation of signage about social distancing requirements.



Double the thrills from Vekoma as new coasters debut at Tripsdrill



DESPITE the difficulties being experienced at parks and attractions around the world due to the coronavirus pandemic, new ride projects and developments are going ahead, albeit under health and safety guidelines that both manufacturers and venues have never had to deal with before.

One such project – or indeed two – that recently opened can be found at Erlebnispark Tripsdrill in Germany, where on a new area of the park covering 1.4 hectares next to the main entrance, two new coasters from Vekoma Rides Manufacturing are now in operation. These take the form of a Family Boomerang Coaster named Volldampf (Full Steam Ahead) and a spectacular Suspended Thrill Coaster named Hals-über-Kopf (Head over Heels). The two coasters feature a unique, intertwined layout, crossing each other several times, while thematically, both rides have a regional reference with exclusive theming created in co-operation with Tripsdrill by the French company Imaginvest.

The Family Boomerang, on which the train runs forwards and backwards, is designed in the style of a 19th century steam locomotive, inspired by the famous Swabian folk

song Auf de Schwäbische Eisenbahne. The train, with 10 carriages, seats a total of 20 people who are secured by individual lap bars. On a track length of approximately 500m and travelling at speeds of up to 60 km/h, passengers are pulled in reverse up a lift hill before being released and subsequently taken through a break turn, camelback, twisted camelback, s-curve and curved stall up to a height of 22m at the opposite end of the track. They are then released once more to repeat the journey in the opposite direction before returning to the station.

The theming of the Suspended Thrill Coaster refers to the local heroic story of the Sieben Schwaben (Seven





Swabians). Each individual car is designed with a shield and lance and on the back of each seat is a rucksack with equipment such as a pan, map and blanket. This exciting Suspended Thrill Coaster is newly developed by Vekoma and features the latest state of the art technology with machined chassis and steering wheel boogies which run very smoothly and require less maintenance. Two trains, each with 10 double seats, are utilised on the ride, which is more than 30m high and features numerous inversions, airtime moments, sharp turns and twists and a top speed of 80km/h – a unique prototype installation worldwide!

Another unique feature is the glass-domed roof in the station of Volldampf where guests in the waiting area are able to view both rides. The track layout implemented at Tripsdrill will remain exclusive to the park and unique in this form.

A masterplan for continual development

Talking to InterPark, Tripsdrill's Benjamin Fischer, a member of the board of management, explained the reasoning behind adding two coasters, both at the same time.

"Each leading theme park needs to adapt to the rising visitor expectations in the leisure industry," he said. "In Tripsdrill we are pursuing a master plan which is designed to continuously develop our park and create new attractions. Especially the big roller coasters generate major attention. In 2008, we impressed our visitors with our wooden coaster Mammut, followed by the launch coaster Karacho in 2013. Then it was time for another really big project – and we really wanted something unique! After visiting many other parks all around the world, we made the decision for two coasters with intertwining layouts."

And what specific benefits does he feel the new rides will bring to the park?

"First of all, it's unique! We are receiving a lot of attention, not only regionally but on an international level. Further to that, we are creating added value for a broad range of target groups – from families with small kids and seniors to young adults and coaster enthusiasts. A third benefit is that we are now distributing visitor flows within the park much better than ever before; the new attractions have been opened close to our entrance and the traditional park areas, while our other big coasters like Mammut and Karacho are situated at the other end of the park. Through this approach, the traditional parts of the park are put back into the spotlight."

Touching on the choice of Vekoma to supply the new attractions, Fischer commented that in general, Tripsdrill is open for all suppliers who deliver the necessary quality

and creativity, but that "for this project, Vekoma was the best choice. We had been in good contact with Vekoma for about 20 years. That's why we are glad to launch together such a big project," he noted.

Explaining some of the design challenges the project faced, Fischer told InterPark: "In Tripsdrill we always want to have customised, unique attractions. A creative track layout with surprises was therefore a must. With two intertwining coasters, this is definitely a challenge. At the same time, it was important to reach a wide target group, from kids to adults – not only with Volldampf but also with Hals-über-Kopf. That's why we made the decision for a track design without too high G-forces."

And he continued by revealing some of the unique aspects to the park's latest additions. "Hals-über-Kopf is



the prototype of Vekoma's new Suspended Thrill Coaster (STC). It runs incredibly smoothly – with four inversions and a speed of about 80km/h. With the trains running under the tracks and feet hanging in the air, our visitors enjoy an experience which feels like flying – even more thanks to the fact that passengers are not secured by shoulder restraints but by lap bars! It's not only the quality of the ride which makes it unique, but also the theming. The trains are decorated with big spears, while each seat is equipped with a 'backpack' full of equipment for the adventurous journey.

"As a family boomerang Volldampf runs not only forwards but also backwards – a feature with which Volldampf distinguishes itself from all other coasters in Tripsdrill. Its train is beautifully and creatively designed, being pulled by an old-style steam locomotive. While each of the coasters itself is already special, their intertwining layouts make the project exceptional.

"The theming of Hals-über-Kopf (which means in German something similar to "head over heels") is based on the Seven Swabian – a regional tale from the 19th century," Fischer went on. "Seven daredevils once decided to travel to the Lake of Constance – carrying a huge spear with them – in order to fight a legendary monster which was said to be hiding there. They experienced various adventures until they reached the lake. After arrival there, they spotted two huge ears looming out of the grass in the evening backlight. They were sure; this must be the monster. They started to argue who would be the first one to attack. During all this

excitement, the 'monster' scampered away. It was just a hare with its big ears."

For Volldampf, Tripsdrill selected a traditional song about the Swabian Railway as the theme.

"This is about a railway journey in south western Germany," explained Fischer. "In one verse, a farmer ties his goat to the back of the last wagon. After arrival at the final station, he finds the goat's head, torn apart from its body, dangling from the rope. For Tripsdrill, this was not family friendly enough. That's why we designed a model of a goat, clinging onto the last wagon and enjoying the tumultuous journey.

"With our family boomerang Volldampf we have a new attraction even for families with small children from four years and a minimum size of 0.95m," said Fischer. "Our suspended thrill coaster Hals-über-Kopf can already be appreciated by kids from six-years-old onwards and a minimum size of 1.20m. Nevertheless, it is fast and spectacular – and thrills also experienced coaster enthusiasts."

In conclusion, Fischer noted his satisfaction at the outcome of this latest project. "We are extremely happy about this exciting project. The positive feedback we are receiving from our visitors confirms that we made the right choices," he states.

www.tripsdrill.de

All images courtesy
Erlebnispark
Tripsdrill





New look, new coaster for Legoland Windsor Resort's Duplo Valley

HAVING officially opened in mid-March this year (just before the UK lockdown came into force), Legoland Windsor Resort's Duplo Valley area has received a brand new makeover, which includes new park additions and the launch of the world's first-ever Duplo roller coaster – the Duplo Dino Coaster.

The ideal “first roller coaster” for young children aged between two and five-years-old, Duplo Dino Coaster is inspired by a Duplo Dinosaur and sees budding explorers hop aboard a brightly-coloured dinosaur carriage, before soaring past supersized Duplo brick dinosaur models 18 times bigger than if you were to build them at home.

Featuring a 67m track and ride carriages built by ART Engineering in Germany, from concept design to build and then opening, the new coaster took approximately 16 months to create. There were more than 300 people involved in the project, made up of Legoland Windsor and Merlin Entertainment employees and various contractor teams – with Rosie Brailsford from Legoland taking the lead creative role.

Commenting on the company's involvement, ART Engineering's Georg Behringer said: “We built the complete ride system for the Duplo coaster, including the track and track structure, as well as the themed Duplo train, all the mechanical parts with control system for the ride. Fitting the 18 times scale of the original Duplo bricks into the geometry of the train required close collaboration between ART Engineering and the Merlin/Legoland creative team. We really enjoyed the collaboration and we are very proud of the final product.”

The team also worked with the voice artist behind Legoland's Lord Vampire and Monster Scientist in the Haunted House Monster Party ride, to develop the sounds of the new Duplo Dinosaur – writing rhymes and limericks that families hear as they board and ride the coaster.





Explorers of all ages are able to embark on a voyage to discover everything the now bigger and better Duplo Valley has to offer. It is hoped that children's imaginations will be captured from start to finish, especially when they come face to face with a further three Duplo characters that include a giraffe, plane and whale. Taking a team of 12 expert designers from design company UK Loco more than two and a half months to create, the new characters all stand at a height of 3m.

Duplo Valley has also welcomed new and updated attractions that aim to keep young children entertained for hours, including the transformation of the ever-popular outdoor play area Brickville into Duplo Playtown, which now has a brand-new rocket play structure. Standing at 5.3m tall, aspiring astronauts can enjoy the structure's interactive play panels, slides and more. Families can also take to the skies at the new look Duplo Valley Airport with three newly coloured helicopters for little pilots to choose from.

As part of the Duplo Valley revamp, Legoland Windsor has also introduced the character Dexter the Dog, who will be on-hand to welcome guests as they explore the wonders of the pre-school paradise, while also providing the perfect photo opportunity.

At the popular existing Duplo Puppet Theatre, there's a brand-new show for families to watch throughout

the day. The Frog Prince tells the tale of Princess Money-Plenty who loses her golden ball in the depths of a murky pond, ruled by an Evil Toad, before she's saved by the heroics of the theme park's very own secret agent – James Pond. The Frog Prince joins the puppet show line-up alongside the much-loved Goldilocks and the Three Bears, retold with a modern and comedic Legoland twist.

Duplo Valley is also home to Legoland Windsor Resort's outdoor water play areas Splash Safari, Drench Towers and Raft Racers, in addition to a host of family rides again designed primarily with small children in mind. These include the gentle riverboat Fairy Tale Brook ride, where fairy tales from the Three Little Pigs and Sleeping Beauty come to life in over four million Lego bricks, to the Duplo Express train ride.

Additionally for 2020, the Atlantis Submarine Voyage ride has a new look and name, this now being called the Lego City Deep Sea Adventure. A new pre-show invites young explorers to join the mission to discover a lost underwater city and hidden treasure, among real life sea creatures. Before venturing aboard, recruits will need to keep their eyes peeled for the Lego sea turtles made up of 16,384 Lego bricks, which took model makers 120 hours to build. Families can also spot new, supersized Minifigures – from deep-sea divers to a Sea Captain, guests are also encouraged to watch out for the Diver, Europe's first ever talking Minifigure, who comes bursting to life as guests pass by.

All images
courtesy
Legoland
Windsor Resort





Efteling's drone video provides an alternative, virtual experience

By Michael Mascioni

THE coronavirus crisis has forced amusement parks to consider promoting their parks in new ways and offer alternative, virtual experiences connected to those parks.

One of the most intriguing alternative park experiences introduced in recent months is Efteling's drone video footage and photos, which provided a flight through the park's World of Wonders for its guests and the public in general during the Easter season. The two and a half minute long video showed the park in full bloom during its closure.

As Karin Koppelmans, the park's communications and PR advisor, explains, "the drone video gives visitors from all over the world a unique experience of flying through the World of Wonders attraction, since our guests can't do so yet physically (at the time of writing). With the footage available online, viewers can share the video with their family." The magical 'flying' feeling, afforded by the video, is a nod towards Efteling's fairytale background.

According to Koppelmans, "the drone footage was and still is available through Efteling's social channels, including Instagram, Facebook and YouTube. The park wanted to predominately target families with this video, as Efteling is a multi-generational destination with attractions suitable for the whole family. As such, the video highlighted our white-knuckle rides as well as gentler attractions, such as the Fairytale Forest and our colourful green spaces."

Efteling's main purpose for offering the video was "to bring the magic of Efteling to family homes across the world during this challenging time" of the coronavirus. As

Koppelmans explains, "the park was closed right before nature was most brilliant in the spring, so we also wanted to show how beautiful the park was through the video. We knew many guests and annual card holders were missing the park, as well as our employees. For our regular guests, the drone footage brought back a sense of familiarity with the park, but for those who have not visited Efteling before, the video gives them a chance to see what our park is all about. We also wanted to showcase and reward the hard work of our employees in the gardening and sanitation departments."

Response to the video was strong, drawing 432,879 views on the park's YouTube channel, reports Koppelmans. She says, the park "doesn't have any specific plans to make other drone videos, but we were very pleased with the success of the Easter drone video. But I would note that we have recently released a time lapse video of Max & Moritz, our new family roller coaster (which opened to the public on June 20). The time lapse video can be found on Efteling's YouTube channel. We're also working on an exciting new platform that will allow guests to chat with their family and friends while they virtually discover Efteling."

Efteling's type of drone video affords a powerful new promotional vehicle and signifies the kind of virtual park experience that could become beneficial for parks to connect with their guests and the public, even during more normal times. This kind of offering also highlights the increasing convergence between physical and virtual experiences in and outside parks.



Reopening strategy: training and preparing for the 'now normal'

By Beth Standlee

Image courtesy
West Midland Safari
Park, UK

AS amusement operators world-wide reopen their facilities after the COVID-19 shutdown, a mindset focused on starting a new business will be more effective than obsessing on how to get back to "normal."

These are extraordinary times and business owners who understand that each day presents something new are those who will be inspired rather than paralysed by the massive undertaking at hand. There's no getting back to what we sentimentally think of as normal. It is more hopeful and saner to think of each day as the "now normal" and to know that tomorrow promises to be different than today.

Given this new reality, let's look at what tactics to embrace in order to get your business re-opened in a grand way.

Now is the time to define your culture and core values

It is very difficult to run a business when you are surrounded by people who don't share your values. Being able to articulate what it takes to be a team member at your venue is sure to make life a lot more fun and the business more profitable. Core values are not a bunch of corporate platitudes that sound fancy. Core values are at the heart of what makes each of us get out of bed in the morning.

The core values of your business lie in this exercise. Take a few minutes and think of the three people you admire most. List their traits or characteristics and analyse why they made your list. In my experience all three people will share common values. Share those values with the people you bring to your team.

Upgrade your visible sanitation and safety measures

Cleanliness is a staple for every location. Operators who have reopened report that guests greatly appreciate seeing the consistent cleaning processes that have been put in place to ensure the safety of internal and external guests. Make an informed decision for your staff and your guests regarding face masks, keeping in mind much research suggests face masks are a proven way to prevent exposure to the coronavirus. Whether face masks are mandatory or voluntary in your area, it's worth specifically preparing for questions on this practice. I have created a video in which I



Image courtesy West Midland Safari Park, UK

role play various scenarios, from guests who are happy that you require masks to guests who refuse to comply. You can view the video online at <https://youtu.be/0EFCGCEnpzg>

Train, retrain and continually coach your team

Coaching and training is not a one-time event. It can be frustrating to teach a new or even experienced team member a new process, only to have them skip a step or even do it wrong. However, we must remember, people learn based on their ability to take it in, not your expertise in training.

As the trainer, you know what you are teaching; it seems easy to you. Too many times, we put people in a position without adequate training because we need them to fill a spot. Imagine if someone was teaching you something brand new and they were using an unfamiliar language. Would you want feedback about whether you were getting it right? Of course you would.

The easiest training methodology I can share is a simple Tell-Show-Do-Review strategy. Show the trainee exactly how you want the job done and ask if they understand the process. Remember to share what it looks like when they become proficient so they will know when they have "got it."

Let the trainee practice what you've showed them to do while you are looking on and confirming or correcting their technique. Review by asking the trainee how they think they did. Find out if they thought there was something that might have been done better or differently. Confirm or clarify any questions or concerns. Repeat as needed.

Hold "soft opening" events

Practice in a simulated environment helps to make things perfect. An ideal way to review training is to hold "soft opening" events that allow your team to practice in a less stressful way, rather than simply opening the doors to the public. First hold a "friends and family" event, where half the staff works and the other half plays. This event can be held on a Sunday prior to the official day of opening.

Second, hold a free or low cost promotional event for health care workers, first responders and grocery store workers. This will give your team more practice time while showing community support for those who've braved the front lines during the crisis.

Business will come back but be patient

After a few weeks back in operation, a number of our US and Canadian customers report that while customers are

returning, attendance is reduced and business is slow. Many operators feel that a return to anything approaching pre-COVID levels of attendance is not going to happen quickly. So they are adjusting to the now normal by looking closely at customer numbers and day-parts. You may want to lower your costs by reducing your hours or closing on the quieter days of the week.

Now is the time to get creative and entice customers back to your facility. Redouble your social media and other marketing efforts and let people know you are back in business. With the right kind of effort, you will be able to build consumer confidence that will inspire them to come out of their homes and into your centre.



Image courtesy
West Midland Safari Park, UK



Beth Standlee

Beth Standlee is the founder and CEO of TrainerTainment and author of People Buy From People. Beth has worked with amusement and hospitality facilities throughout the United States and Canada and has spoken at leading industry conferences and events worldwide. For more information visit www.trainertainment.com



Your guests are DESERVING of your service

By Chris Smoje

Image courtesy
Tibidabo, Spain

I THINK the title of this article is more like a statement rather than a title and it's pretty direct and straight – guests are deserving of your service and most importantly, exceptional service.

When I last wrote for InterPark, we were in the midst of a global pandemic. And, well, nothing has really changed – we still are. There are only two main differences. The seasons have changed and many countries are slowly reopening borders and businesses to try and resume some flavour of being back to normal. This means that many of InterPark's readers will be looking at reopening their attractions.

But since the last article the world has seen other world events. These events, both directly and indirectly related to COVID-19, are making us become more aware of the marginalised, impoverished, discriminated and/or isolated people of our society. When I last wrote, we also discussed how events such as a pandemic affect each and every one of us and one of the things that will come out of this learning is to have more empathy towards one another.

Now it's very hard to take large scale and complicated global events and try to drill down into the practical elements, but it certainly got me thinking about if we were to scale back and look at some of the things we do every day and how service plays such a big role in making life better for us all.

I like to recall some of the negative things I've heard discussed about customers in back of house areas and there is one that seems to stick in my mind. It's when a customer has been referred to as being "entitled." You may have even heard those words directly from a customer's mouth in a conflict situation, where they have told you they are "entitled" to (insert whatever situation here)!

It's very easy from our perspective to see this word and take it as being true. Being entitled is when someone believes they qualify for special treatment or privileges – usually over other people. When someone demands something of us, it's quite easy to give them that label. But when we dial down what it truly means to give someone service, each and every person should feel that they receive special treatment in their own way and that every other customer will be served completely differently as well.

But before we move away from the word entitled, we have to question why customers would feel this way. And the answer is simple. Customers are all human beings (we know that), but are also susceptible to the things that commonly affect human beings. Things that we can all relate to like stress at home, stress at work, stress financially, burdens of life – indeed you could effectively take the word stress and add anything else after it and you would start to capture what customers may be going through. Then, you can take some of the global events we

discussed earlier and see how that contributes to these stresses.

My favourite example which everyone can relate to is the story of an office worker who has a horrible day. They arrived late, had a flat tyre on the way to work, the boss got stuck into them, they got locked out of their IT system at work, the coffee machine was broken – you name it, their day couldn't get any worse. As the day came to an end, the husband or wife of this office worker rings them and tells them to call by the supermarket on the way home – they need one more tin of canned tomatoes for tonight's dinner. So, having left work, the office worker calls into the shops, battles to find parking, gets rained on and finally makes it to the supermarket to get the tin of tomatoes. By the time they reach the front of the checkout, they are served rudely! The checkout operator has also had a bad day and passes this treatment directly back onto their customer. You can imagine, not only does the customer lose it, but also goes home in a worse mood than they were before they got to the shops and that mood is taken out on everyone, including the kids.

Now it's easy to picture that story – it's probably even happened to you – but imagine you're looking at this as a third party for a second. Does that customer seem entitled? Do they act entitled? Is anything about them being entitled? No. Yet, it's quite easy for the staff member to think of their customer as being entitled. And when someone acts entitled, it doesn't give room for a better service experience for some reason.

So what if we took the word entitled and just swapped it over completely. Let's replace the word entitled with deserving. Not only does it sound better, it's defined better for situations just like this. For example, someone who is deserving is someone who is worthy of being treated in a particular way – usually requiring some sort of assistance. So if we can go back to the situation with the office worker, do you think that they are deserving of great service? Of course. You may, however, say that people should be served with great service all of the time – and that is true, but the way we treat someone who is deserving of our service is a lot different to just anyone. Thinking of customers as being deserving of great service stops things happening like they did between the office worker and the checkout operator at the supermarket.

We now need to relate this back to your attractions at the present time. Many are either reopening on the other side of COVID-19, or some that haven't closed are starting to ramp up for summer. Just imagine for a moment all of your



Image courtesy
Wilderness Resort, US

guests, who have been at home, isolated for long periods, with many having lost their jobs, and all of the knock on effects these events have had on households. Then think about why they come to your attraction. This is the easy bit – they come so they can escape some of their realities just for a day, to take the pressure off being at home, to forget about some hardships and to spend better quality time or have greater bonds with their kids. You name it, there is an array of reasons why people visit your attraction and what they hope to get out of their visit.

Fortunately, the attractions industry has provided some pretty good service in good times – but then times have certainly now changed. It is crucially important that as industry leaders you take this article and share it with your teams. Let them be aware that on opening day, whenever that may be, they will meet a variety of guests, all of whom are deserving of your signature service, all worthy of being treated in a particular way.

Just think about the impact. What if the checkout operator mentioned earlier treated the customer differently? How would that have changed how they left and went home and treated the kids? Don't underestimate the lasting impact your service has on these humans after they leave your attraction and how it can make a true difference to their lives.

I wish you all the very best in the reopening of your business. May you thrive, but most importantly keep yourselves and your guests safe.

Chris Smoje is a customer service speaker, trainer, facilitator and founder of the DIME™ Customer Service approach. Chris works with organisations and their people to develop a common interest and excitement about delivering exceptional customer service results.

www.dimecustomerservice.com



A NEW roller coaster has been unveiled at the famous Suzhou Paradise Forest World amusement park in China, offering unique thrills and adventures for visitors. The Tilting Coaster KSC-24B is designed and built by Jinma Rides, covers nearly 750m of track and reaches speeds of 55mph. At one point of the ride, passengers are taken up as high as 40m before plummeting down the track to experience a G-force of 4.5.

The Tilting Coaster KSC-24B experience

The Tilting Coaster has two trains that carry 24 people each, making it possible to entertain 1,600 guests per hour. Once passengers are secure in their seats, the ride actually begins quite gently as the trains cruise along to a foothill where they are hooked onto a chain lift and hoisted slowly up to a platform 40m above ground level. Once at the top, passengers are gradually nudged towards the edge of the platform, allowing plenty of time for excitement and tension to build. The trains then extend out directly into the air instead of going over a curve, with the tilting mechanism slowly moving the train from its horizontal starting position to a vertical one.

Adding to the excitement of the ride, the trains then remain suspended in this vertical position for several more seconds, as passengers stare into a gaping hole in front of them. They are then released and drop into a free-fall.

Accompanied by riders' screams, the trains descend into a 70 degree sharp dive and continue to coast through the rest of the ride, which includes multiple loops, inversions and spirals.

Advanced technologies

Jinma Rides has used the latest 3D pipe bending technology from Europe to greatly improve the smoothness and complexity of the coaster track. These technological developments mean more diverse elements can be incorporated into the ride, such as subduction, semi-vertical, horizontal and spiral sections, plus crescents and 70 degree vertical sections.

The Tilting Coaster also includes several unique track-opening elements where passengers will enjoy being moved slowly from horizontal to vertical, being held in that position for several long seconds, before free falling from heights of up to 40m.

Advanced track design

The track of the KSC-24B uses track changing technology that greatly improves the smoothness and comfort of the ride for passengers. The design has also adopted other new technological advances which enable a variable radius of the track and different forms of acceleration. There is also mature oval curve technology applied to the track that eliminates the train jitter effects caused by sudden accelerations.

Jinma Rides also employed a special acceleration test platform during the design process to ensure the consistency between theoretical and simulated acceleration and the actual acceleration experienced by passengers was accurate.

The general layout of the track is also highly advanced and includes special elements such as a semi-vertical ring, spiral ring and a turning platform which are actually positioned outside of the ride's main area in places with a large flow of people so other visitors can see the ride in action. These features excite the visitors waiting in line and attract more tourists into queuing for the experience, helping the Tilting Coaster to be one of the biggest money makers in the whole of the Suzhou Paradise Forest World.

Safety features

The KSC-24B has been designed to be completely safe and reliable, using mechanical interlocks and electrical locks on the tilting part of the track to ensure the safety of the trains and guests.

The lifting section uses mute technologies and double anti-reverse technologies to guarantee the reliability of the coaster and improve the comfort of the guests. The brake systems used for the trains include pneumatic and permanent magnet brakes which make the braking process smooth and comfortable for passengers.

Jinma Rides also used the premium ANSYS engineering simulation software for static analysis, dynamic simulation and transient analysis. The key stress areas and welds of the track have all been thoroughly tested using magnetic particle and ultrasonic testing, as well as other non-destructive testing procedures.

For a better riding experience, Jinma designs a vest harness for each seat, besides the over-the-shoulder restraint, to reduce the risk of headbanging, and largely enhance the amenity and security.

To further ensure the reliability and stability of the ride, many key components such as motor reducers, pneumatic and electrical components, were selected from world-renowned manufacturing brands including SEW, Schneider and Nord.



About Jinma Rides

Also known as Golden Horse, Jinma Rides was first established in 2007 and has since added one branch company and two wholly-owned subsidiaries. The company's advanced production base operations cover a total of 140,000sq.m and it employs over 1,000 employees, including 160+ engineers. Jinma has also established the Guangdong Jinma Rides Amusement Rides Education and Research Base, as well as the Guangdong Engineering and Technology Centre.

The company prides itself on its innovation and currently owns 45 invention patents, 63 utility model patents, 28 appearance patents and three software copyrights. It adds over 10 new products featuring advanced technologies into the market every year and even helped draft and formulate the Chinese National Standard for the amusement industry, known as GB-8408(CSEI). It is also the first and only current amusement park ride manufacturer in China listed on the Chinese domestic shares stock market.

In recent years, Jinma Rides has expanded its sales to nearly 30 countries around the world, including South Korea, Vietnam, Russia, Saudi Arabia and Mexico.

Suzhou Paradise Forest World

Suzhou Paradise Forest World was formerly known as Suzhou Amusement Land and is often referred to as the Disneyland of China. It is located in the Jiangsu Province in eastern China, in the major city of Suzhou situated about 60 miles north west of Shanghai.

The Tilting Coaster KSC-24B was opened in the park on May 20, 2020, and is already proving to be extremely popular with locals and tourists alike.





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Buyers' Guide

WELCOME to the annual *InterPark* Buyers' Guide for the theme park, waterpark and FEC industries.

The guide provides a key reference point for park operators and others looking for companies from around the world which supply products and services to the industry. It is a comprehensive, but by no means exhaustive, listing of some of the key providers of rides, attractions and services and aims to cover all the main equipment and service sectors.

In addition to the directory listings within each category, the guide also incorporates a number of company profile articles to provide our advertisers with additional exposure in recognition of their support of *InterPark* in this issue and others throughout the year.

If your company is not listed in this year's guide and you would like to be included in the future, please send full company details to us at john@interpark.co.uk and we will ensure you are added to the 2021 guide.

The information and company details provided within this Buyers' Guide were, to the best of our knowledge, correct at the time of going to press. If, however, any details require updating, please contact the *InterPark* office (details on Page 90).

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SIMTEC Systems is one of the leading entertainment attraction suppliers, in particular for customised simulator systems such as Flying Theatres, motion simulator systems and interactive dark rides.

Simtec provides motion platforms and turnkey solutions for top-class simulation attractions, including media content, special effects, AV technology and screens.

In 2019 Simtec presented its new Flying Theatre HEXaFLITE®2.0. This new design incorporates technology which has been proven over many years, but newly developed additional features make the flight even more exciting:

- Full 6-DOF motion in loading position
- Full 6-DOF motion during tilt movement into Flying Theatre position
- Seats can be tilted backwards in the loading position – optional extended screen or decoration in the ceiling area

The HEXaFLITE®2.0 combines a traditional open cabin simulator ride with the successful Flying Theatre.

Additionally, the FUNRIDE entertainment simulator family has grown further. Simtec has taken its first FUNRIDE 30 CCS (closed cabin system for 30 guests) into operation in

the Middle East. Four more systems of the bigger brother, FUNRIDE 40, are being manufactured in 2020 at the company's facilities in Germany.

Most FUNRIDE systems are based on 6-DOF hydraulic motion systems. The FUNRIDE can be designed as an open cabin simulator (FUNRIDE OCS) in front of a huge screen with multiple units or as a closed cabin simulator (FUNRIDE CCS) with on-board 2D or 3D projection systems. Alternatively, both systems can be mounted on a track for an immersive tunnel experience (FUNRIDE TR). A 360 degree turntable function can also be integrated into the open cabin solution to direct the passengers to the media content in a dome projection attraction.

Noting that systems are getting more complex, more effects and interactivity are demanded and technical requirements are continuing to increase, manufacturers must provide the highest quality of components and media content to clients and as such, Simtec has more recently expanded its portfolio to offer turnkey projects if required – guaranteeing the best possible guest experience!

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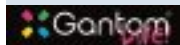
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Image courtesy
Disneyland Resort Paris

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Image courtesy
Blackpool Pleasure Beach

BERTAZZON 3B is a leading supplier of amusement equipment to the theme park and attractions industry. With its history dating back to 1951 when three brothers started repairing existing amusement equipment, Bertazzon 3B (standing for three brothers) as it operates today, was officially established in 1963 and has been exporting products all over the world ever since.

Located in the Treviso area of northern Italy, while the company supplies children's rides, go-karts, major rides, dark rides, track rides, bumper cars and custom projects, it is the unique horse themed carousels it produces that have made this brand famous within the wider attractions industry. Distinguished by a characteristic charm and inspired by nearby Italian town Venice, the Bertazzon carousel is carefully styled and finished by expert craftsmen and can be supplied in standard or customised versions, whether for an amusement park or trailer mounted for carnival use.



The classic Venetian carousels are perfect for amusement parks, FECs, malls and more and customers are able to choose from a variety of sizes ranging from 4.7m to 14m; they are also available as double decker carousels in 10.5m and 12.5m models. Making use of hot-galvanized steel frames, ball bearing mounted rotating components and hand painted decorations, horses and scenery panels in the classic 18th century Venetian style, these traditional carousels have stood the test of time and remain ever popular with park guests.

The company is also well-known for its range of bumper cars, which includes adult models such as the New York, Old Time and laser, the Racer midi size vehicle and the Oslo,



Racer, Classic and Animal mini cars. Bumper car pavilions and platforms in a range of sizes and designs are also available.

In addition to those attractions already mentioned, the company has also recently introduced the spectacular new Space Flyer to its product range, this incorporating a 32m central tower structure with a circular frame, attached to which are 14 two person seats on chains. As the frame ascends the tower it rotates to swing passengers outwards for a thrilling experience as they move up to the top of and then back down the structure. The high capacity attraction is built onto a single trailer.

Alongside the production of new rides, Bertazzon also has a substantial spare parts department, carrying hundreds of components for its product range – dating as far back as the 1960s, meaning it is always able to provide parts and service to customers whenever required.

With over 40 years of experience in the industry, thanks to a fully qualified team, everything Bertazzon produces comes out of its Italian workshop and the company itself is still run by younger generations of the Bertazzon family – including Michele, Alex and Patrizia.



Bertazzon 3B Srl

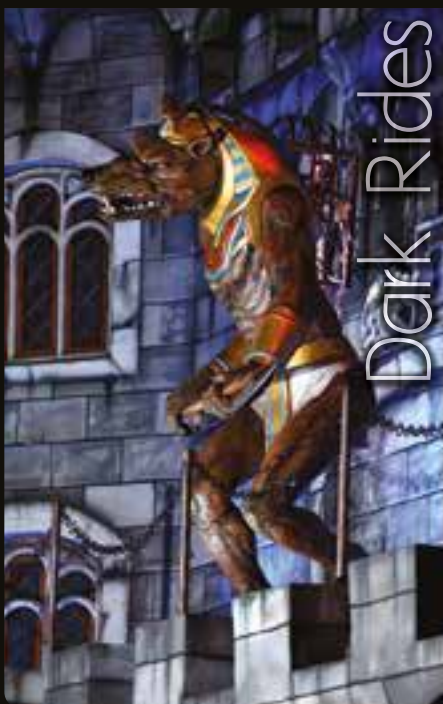
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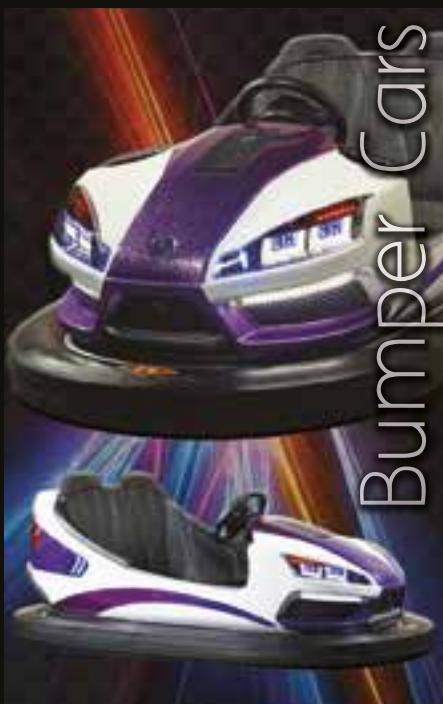
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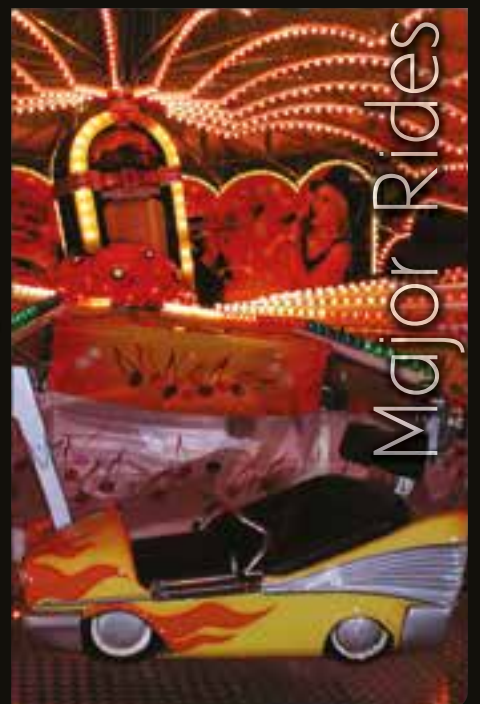
Dark Rides



Bumper Cars



Major Rides



C and S Rides has had a presence in the amusement industry since 1993, having been established by a team of former amusement industry work colleagues, with the aim of offering high quality bumper cars and rides.

Ever since, the company has worked hard to consistently widen its product portfolio and in turn, its presence in the market. Today, the manufacturer offers its clients nine different models of bumper car for adults, nine medium size models and four minis for children, with some of the latest additions including two sport-themed models, the GTF and GTL, one mini car, MiniTwitty, and the newest, Viper.

With over 25 years' experience, C and S has produced and installed over 130 bumper car tracks for indoor leisure complexes, most of them FPU, meaning the cars are powered through the same steel floor on which they run. Less visually intrusive than traditional "antenna" style cars, FPU is applicable to cars of any size, with or without token-mech.

C and S has grown its business to an international level over the past two decades and is able to provide a comprehensive service whether the client is based in Europe, America or the Middle East. Successful with projects in Russia, Saudi Arabia, UAE and all over Europe, one of the company's largest past

projects was at Gardaland in Italy, where two big trains on rails were constructed, featuring two engines, two coaches adapted to load wheelchairs and 10 regular coaches, all running along a 1km track and called the Gardaland Express.

Alongside this, C and S has had substantial success with rides like the Junior Coaster, Horse Carousel, Dark Ride, Rodeo Ride and a special project called Italian Dream, which allows the customer to drive electric cars along a track for an enhanced driving experience.

Looking ahead, with more international projects in the pipeline, C and S will continue to push business forward, exhibiting at various industry trade shows including IAAPA Expo Europe, DEAL show in the UAE, SEA in Saudi Arabia and IAAPA Expo in the USA, as well as working hard to produce rides that fit within the current industry standards in terms of safety and customer trends – such as dark rides, junior coasters and horse carousels.

C and S srl

Via Zoboli 2,
42100 Reggio Emilia,
Italy.
Tel. +39 0522 518 800
Email: info@candsrides.biz
www.candsrides.biz



Reggio Emilia - Italy 

Viper



C & S s.r.l.: Via Zoboli, 2 - 42100 Reggio Emilia - Tel. +39 0522 518800
www.candsrides.biz

THE Gosetto name is known all over the world for its reliable, high quality products that focus on client satisfaction. Founded in 1977, the brand is well-known in the amusement industry for its activities in fairground attractions.

Established in the region of Veneto, north east Italy, Gosetto has consistently built up business and a good reputation over the years, thanks in part to the important investments made as a company. Elio Gosetto, who founded the company with his brother over 40 years ago, remains at the helm of today's business and remembers fondly the early days of the company's history, when he installed the first go-kart track at the military base of Vicenza.

This passion and knowledge has been passed down through the generations, with Elio's son Luca and daughter Lisa continuing his success and growing the company to an even bigger international level. Indeed, the manufacturer has grown to such an extent that in the past two years its sister company Evocompositi has opened, which specialises in the production of fibreglass and carbon fibre and allows Gosetto to handle the complete manufacturing process of its products by itself.

Over the years, Gosetto has manufactured various product lines, including its world renowned bumper-car buildings, dark rides, fun houses, merry-go-rounds, rodeos, flying cages, go-kart tracks and karts, as well as several ranges of



indoor rides. All are available in various versions, both for permanent sites and for travelling fairgrounds, and with various themes which are tailored to meet the requirements of individual clients. All the rides are available with TUEV/ CSEI/ECO approval if needed.

Gosetto srl

Via Montegrappa 122,
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YouTube

Liseberg

FOUNDED in 1982 by John Hudd, the Interlink Group designs and manufactures a range of high quality, affordable, water based attractions for installation in theme parks, amusement parks and waterparks.

With offices in France and the UK, all design and manufacturing work is carried out in-house and the company also carries out all aspects of ride installation.

Interlink's product range includes Log Flumes, Super Flumes, Mini Flumes, Rapid Rivers, the interactive Water Battle, Spin Boat, Big Chute and Enchanted River, thus allowing the company to cater to a wide variety of customer requirements and an equally wide range of age groups.

In addition to water rides, Interlink also offers Panoramic Towers and transport systems. All these attractions can be supplied with special effects and they are generally designed and custom made to suit the requirements of the client and the specifics of each location. The company also has a used rides division which helps clients sell and buy used rides, including roller coasters, kiddie rides and family rides.

The company has been working on various new ride projects during the past 12 months, several of which have been in South East Asia. Among these has been the completion of a new Rapid River ride in a shopping mall in Bali which opened earlier this year and is the first such ride to be installed in a mall anywhere in the world.

Interlink was also involved in another "world first" at the end of 2019 when the first ever Immersive SuperFlume, which it created in conjunction with dynamic media attractions specialist Simworx, made its debut. This attraction also operates in a shopping mall, in Indonesia, and features a motion base and immersive screens added to a SuperFlume boat ride. It incorporates a 12m vertical lift and chute/splash, along with AV elements and a variety of special effects.



Elsewhere, Interlink is currently working on two new ride projects for venues in the US, more details of which will be available at a later date.

Interlink LG Ltd.

Chargrove House,
Main Road,
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**Creating fun and exciting
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Founded in 1982, Interlink designs, manufactures and supplies a wide range of water rides, including log flumes, super flumes, mini flumes, rapid rivers, water battle (interactive), spin boat, big chute and enchanted river – all of which allow the company to cater to different customer requirements and a wide range of age groups. In addition to water rides, Interlink also offers Panoramic Towers and transport systems. All these attractions can be supplied with special effects and they are generally designed and custom made to suit the requirements of the client and the specifics of the location involved. Interlink also purchases and sells used rides, including roller coasters, family rides and kiddie rides.



BASED in Bremen, Germany, Huss Park Attractions GmbH is a leading, internationally renowned company specialising in the design, development, manufacture and sale of amusement rides for theme and amusement parks. The company is a well-known and long-established German brand with an excellent reputation for high quality, reliability, outstanding performance and successful attractions. The HUSS® team has extensive experience in the fields of engineering, project management, installation, supervision and after sales services for amusement rides.

Huss Park Attractions offers an extensive ride portfolio for parks worldwide, with products being grouped into four main categories – Classic Rides, Family Rides, Giant Rides and Film Based Rides. These include attractions such as the Sky Tower, Giant Frisbee, Condor, Top Spin, King Kong, Movie Base XS and Explorer.

The company's customer base is spread throughout the world and encompasses a wide variety of venues and clients, including amusement and theme parks, outdoor and indoor parks, tourist attractions and resorts, park designers and park developers. Customers include those in regions such as Europe, Russia, Asia (in particular China, Korea and India), Middle East, USA and Australia.

HUSS® prides itself on providing a first-class after sales support service to clients anywhere in the world through its Huss Parts & Service GmbH company. Many HUSS® attractions are still in operation up to 40 years after first beginning their working life and service and spare parts are provided around the clock for all those rides still operating.



Thrill Ride attraction Giant Frisbee



Family Ride attraction King Kong

Sales activities

Currently, HUSS® has a significant number of projects under discussion with a number of clients in regions such as China, Europe, USA, Korea and Russia. However, due to non-disclosure agreements client names cannot be disclosed, suffice to say that some of these projects are in an advanced state of progress. Despite the COVID-19 pandemic, HUSS® is pleased to report it is able to ensure a sustainable and successful future and further details of these projects will be made available at a later date.

Among some of the HUSS® attractions that continue to prove popular at venues globally are several from the company's Classic Rides range, including the Condor, Sky Tower and Break Dance. All are available with unique, complex theming designs specific to individual customer requirements and which enable them to fit perfectly into existing themed areas. Design and technological updates on all rides ensure they always remain popular with guests and successful for operators.

Trade show activities

Each year Huss Park Attractions supports its global sales efforts by attending all the major attractions industry trade shows around the world.

Due to the COVID-19 situation, however, as is well-known almost all the main trade shows in 2020 have been cancelled. Thus, Huss Park Attractions is unable to utilise these events to promote its products and services at present, but the company is confident it will be able to continue its trade show activities in the usual way during 2021 (CAE, IAAPA Expo Asia, IAAPA Expo Europe and IAAPA Expo Orlando). Additionally, with its participation in the digital IAAPA Virtual Expo Asia (July 28 to 30, 2020) HUSS®, and others, are breaking new ground. The company is proud to present its booth online and to connect with clients in this way.

Huss Park Attractions GmbH

Emil-Sommer-Str. 4-6,
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ETF Ride Systems

ETF Ride Systems offers a broad range of ride concepts – track-bound or trackless, on the ground, elevated or suspended and all electrically driven. All the company's ride concepts have the flexibility to integrate specific customer requirements and it offers high quality decoration to merge discretely into a park's backdrop or to represent a specific theme.

Creating an experience

To create a total ride experience, ETF customers can choose to integrate passenger ride interactivity options like speed control or directional control. For other enhancements, including audio visual, decoration and more, ETF works closely with many partners in these fields. ETF rides are all designed, produced and installed under the highest quality and safety standards.

International recognition

ETF rides can be experienced at many parks, all over the world. A few examples include Europa-Park in Germany, Efteling in the Netherlands, Legandia in Poland, Warner Bros. in the UAE, Walibi Belgium, PortAventura in Spain, Lotte World in South Korea and Lego Discovery Centres in many different countries. The company is very proud of the excellent customer feedback it enjoys, but also of the fact that it has received many awards for various rides. Valuation by customers and the trade press is also well received and ETF works hard for this.

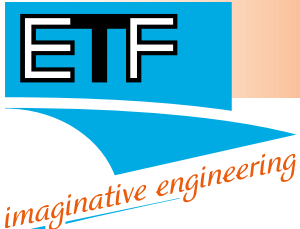
New: ETF - SOIOS

The company's product range has recently been expanded following the takeover of SOIOS B.V. by the ETF Group. The newly founded company ETF-SOIOS continues to develop, produce and assemble innovative road trains for passenger and freight transport. ETF-SOIOS distinguishes itself in the market with high-quality electric and solar powered vehicles, in line with the policy to achieve environmentally friendly and emission-free transport.

Currently, ETF-SOIOS has multiple versions of trains on offer, for example two wagons with a capacity of up to 50 guests and three wagons with a capacity of up to 72 guests. The ETF-SOIOS trains are even capable of handling slopes of up to 20 degrees. Many customer-specific options for the wagons are available, such as on-board presentation screens and an audio system. The vehicles are perfect for leisure parks, zoos, open-air museums and beach boulevards, as well as holiday parks, airports and even parking lots.

ETF Ride Systems

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**Your specialist for people movers
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THIS year the Zamperla Group will reveal a brand-new ride, which will be installed at Luna Park in Coney Island, New York – the Super Flume.

The Super Flume is a perfect combination of excitement and thrill with a plus – riders will be sliding on water while a Junior Coaster crosses their path in an intricate weave, guaranteeing big splashes and big fun.

Incorporating some of the features of a roller coaster, such as airtime, with those of a water ride, the Super Flume is ideal for all ages and passengers. The ride is a highly attractive family ride that also ensures a spectacular view for all park visitors just watching the intertwined layouts of the two rides and the boats accelerating down the ramp, hitting the water at high speed and creating great waves.

The layout features lifts and drops in a journey of 400m that gives an enchanting panoramic view from 20m high, from where guests will be delighted by the sight of the Coney Island coast. Six passengers can ride in each gondola, with riders seated in a row with separate seats and a total of 20 gondolas providing an hourly capacity of 1,000.

Another major ride, and another very successful Zamperla product, is NebulaZ, a family thrill ride in which four arms rotate in fast intermeshing orbits. Eight gondolas at the end of the arms always remain upright while riders catch air as they fly over the top of the attraction. The hypnotic



movement is like a visual riddle that is as much fun to watch as it is to ride. The four synchronised arms swing about horizontal axes in a circular motion while the central tower rotates around itself.

One of the latest NebulaZ installations, named AirBoat, was inaugurated this June at Walibi Rhône-Alpes amusement park in France with a mesmerising steampunk theme.

Antonio Zamperla S.p.A.

Via Monte Grappa, 15/17,
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Air hockey, boxing machines, kiddie
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Image courtesy Morey's Piers





ALL UK leisure businesses will have to change the way they operate, once they begin to be allowed to re-open over the coming months. This will include social distancing and a hand-sanitising station at the entrance to each attraction, but

one thing is for certain – millions of families will be staying in the UK for all their single days out, weekend breaks and longer annual holiday weeks during 2020 and beyond ... and craving fully-interactive fun-and-games after months of living in fear of catching COVID-19, being furloughed and staying self-isolated during lockdown!

Three to 12-year-old children are still the biggest single influence in choosing a family holiday destination, so many of the leading FEC, holiday park and resort operators have already chosen to add new turnkey 'parent and child' children's rides to their facilities from World of Rides. Indeed, at the time of writing they had already placed their orders and paid their deposits, in a bid to not only beat any foreseeable backlog of orders from July onwards, due to demand exceeding supply, but to also immediately generate more repeat visits and income by providing exciting new

cashless attractions wherever possible, without increasing staff numbers or placing their existing operating staff in any unnecessary front-line situations.

Bumper Cars, Bumper Boats, Disco Bikes and Outlander Adventures have been the most popular choices so far, based upon each of their already proven high-income records to date, and it is also non-too-surprising to note that all of them have been ordered with varying versions of cashless coin entry systems.

"With zero emissions, 'parent and child' battery-operated rides can also be easily and safely operated either indoors or outdoors as the weather and seasonal demands dictate. They are long proven generators of an all-year-round income over the past 50 years," says World of Rides sales manager Andrew Robinson.

World of Rides

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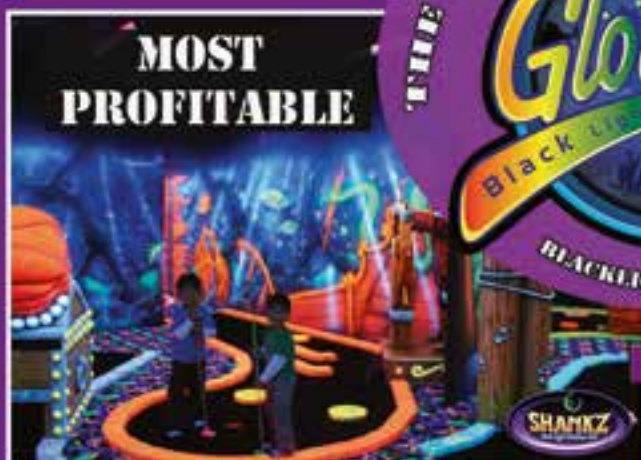
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RCI, as it has been known for years, decided to officially change its name to RCI Adventure Products in late 2019 in order to reflect the expansion of the company's products more fittingly.

The adventure attraction manufacturer now offers a lot more than just rope courses, having acquired Colorado-based Amaze'n Mazes in 2017 and having also partnered with New Zealand-based company Clip 'n Climb – assuming the role of North American manufacturer of the climbing structures and gaining distribution responsibilities within North and South America.

RCI Adventure was established many years ago, out of a budding passion for adventure products and a dedication to continuous innovation. After his first operation of a zip line course in 1982, owner Jim Liggett recognised a developing interest in the world of adventure. With unwavering drive and an appetite for discovery, he established RCI in 1989.

"The company was founded 30 years ago but we have grown tremendously since and it felt like the right time to transition into a new era of ourselves," said Liggett, president and founder of the company. "The new name makes it clear that we offer more than just one product and gives us the space we need to grow even more."

Based in Michigan, RCI Adventure Products currently employs over 100 highly qualified people to aid with the design, engineering, manufacturing, installation and operation of its many amusement attractions. Striving to revolutionise the domain of adventure products by constantly experimenting with new design concepts and technologies, some of its most recent releases, presented at IAAPA Orlando in November 2019, include Adventure Trail and the Destination Series – a product line with three different models.

Without participation weight or height requirements prior to entrance, the Adventure Trail is open to all ages and abilities and involves participants climbing up a net "elevator"

before proceeding through towers, bridges and exit slides that are interconnected. The Destination series comprises three large-scale individual entertainment hubs, each containing five core attractions for participant interaction.

Also on show at IAAPA was the already well-established Sky Trail aerial attraction but with new features, such as the pioneering multi-activity Clip 'n Climb configuration.

RCI Adventure Products has been fortunate to install Sky Trail amusement attractions in over 33 countries to date, including a two-level Sky Trail with 125ft, 180° curved Sky Rail and stand-alone Sky Tykes with Sky Rail for the historic Philadelphia Zoo in Philadelphia.

To facilitate ever-changing business opportunities, RCI Adventure Products continues to work to diversify its product portfolio and now has over 300 combinations of Sky Trail elements being developed regularly to meet client demands. As well as this, all of the manufacturer's products can be custom themed with over 30 different colour options to choose from, including black light to ensure its attractions stand out.

As frontrunners in the amusement attractions industry, RCI Adventure Products is always working to achieve the highest level of safety and innovation in each of its products and adapts to this by continuing to set the bar with every adventure attraction that is developed. As such, clients can rest assured they are getting a high-level product that follows leading safety standards and upholds key patents.

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Image courtesy Severn-Lamb



ESTABLISHED in 1947, Severn Lamb leads the way in 21st century craftsmanship creating exceptional vehicles and visitor experiences for the world's top leisure venues, commercial enterprises and museums.

Severn Lamb provides a full turnkey package to clients, including the manufacture and installation of trains, trolleys, track and the associated infrastructures, alongside other products and engineering services as follows:

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Some recent projects include three passenger road trains delivered to the National Railway Museum, Colchester Zoo and Marwell Zoo in the UK. Additionally, Fuwah Park in China recently received one of Severn Lamb's Texan rail trains. With its beautiful, handcrafted, classic Western styling and majestic scale, the Texan is one of the company's most popular rail trains with examples in operation all over the world.

Severn Lamb also secured a prestigious contract with Southend-on-Sea pier in the UK at the start of the year and is set to design/manufacture two new ultra-light rail locomotives for the venue which are scheduled for delivery in quarter one 2021. This is an extremely exciting project which demonstrates the company's versatility and creativity and will provide a new lease of life to the pier.

Severn Lamb is looking forward to the year ahead and will be exhibiting at trade shows both virtually and in person. As always, the company remains available for all your people moving needs.



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Carousels, drop towers, family rides, Ferris
Wheels, major rides, roller coasters

Image courtesy Mack Rides/Walibi Holland





ZAMPERLA has set its main goals for 2020 as being to improve the roller coaster division and to be at the forefront in the industry with new technologies and market trends, while also looking to develop both thrill and family roller coasters.

The company's points of strength are the "pursuit of improvement and innovation" and this is the reason why it is seeking to develop not only thrill coasters but also family coasters. The best examples of the latter are the company's Factory Coaster, Super Twister Coaster and Junior Coaster, ideal attractions for all the family.

The Factory Coaster provides an expedition that begins nice and easy with a soft launch, following which riders fall from a 4m high vertical drop to then be catapulted through a special backward switch for an exciting head-over-heels sensation. The Factory Coaster has 16 seats per vehicle and a total of seven vehicles, allowing for easy integration into a variety of landscapes, both indoor and outdoor.

Speaking of thrills, one of the company's best seller roller coasters is the Thunderbolt. Constantly improved over the

years, it is the must-have ride for every park that seeks an exciting and unique experience for their guests, thanks to a high vertical lift that leads directly into a jaw-dropping 90-degree vertical drop.

Zamperla Thunderbolts all around the world include:

- Thunderbolt, Luna Park Coney Island, USA
- Rollin' Thunder, OWA Park, USA
- Thunder Chariot, Dalian Discovery Kingdom, China
- Thunderbolt, Mason RobotLand, South Korea
- Relámpago, Mundo Petapa, Guatemala

Zamperla works hard to constantly improve every process involved in the creation of its rides and attractions in order to always be innovative and come up with new products, thinking about what new things it can do and how to implement the existing ideas.

Antonio Zamperla S.p.A.

Via Monte Grappa, 15/17,
36077 Altavilla Vicentina (VI),
Italy.
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THUNDERBOLT

THUNDERBOLT

Designed by Zamperla's Roller Coaster Department in collaboration with the world-renowned coaster guru, Stengel Buro, the Thunderbolt is the right choice for parks looking for a thrilling and unforgettable roller coaster ride.





As a family business Mack Rides is proud to look back on a 240-year-old history and is today one of the market leaders in the development and construction of amusement park attractions.

Using innovative new developments and customer-orientated ride construction, Mack Rides has always influenced the world of theme park rides like almost no other company. The unique constellation of being a ride manufacturer and park operator allows Mack to develop – from practice, for practice – optimal solutions for our customers. It's exactly this uniqueness that builds the solid foundation of our areas of expertise: quality, reliability, durability, investment security and design.

With our new brand Tacumeon Rides we deliver media based attraction and combine our expertise of ride manufacturing together with our partners in media integration, theming and media creation. This strong bundle now offers different experiences for all your guests – from the Gamestormer, a smaller spin ride with interactive canons, to Airific – thrills of flight, a high-capacity Flying Theatre.

Just weeks ago we opened our first dueling powered coaster Max & Moritz at Efteling in the Netherlands and the families visiting the park are our biggest fans. With a great setting, a historic German fairy tale and much detailed theming this ride became a huge hit right from the start.

In Turkey, two of our favourite boat rides are just about to open to the public. At Land of Legends we have installed a gentle boat ride in a great storytelling environment, while with the other ride you will get soaked for sure – the interactive boat blaster is a great way to cool off during the summer heat.

For the upcoming season, a lot of new Mack Rides attractions are in the making. To name one of them, Europe's first Xtreme Spinning Coaster will debut at Plopsaland de Panne in Belgium. The ride will feature unique elements in combination with our award winning and free spinning gondolas. We will give 2021 a spin in the right direction! We very much look forward to the opening and to see the first reactions of the riders on this great ride.



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Our Adrenaline Rush and Mega Coasters find new ways to delight thrill seekers with sharper turns, faster speeds, bigger drops and spectacular views. New multi-media attractions break new ground in entertainment to build traffic for a variety of venues. Whether your project is aimed at children, teens, parents or grandparents, Vekoma Rides can help you create a thrilling and memorable experience that will stand the test of time and keep your visitors wanting to come back for more.

In the post-COVID-19 era, many theme and amusement parks are reopening to the public and Vekoma is happy to announce that three new projects have recently made their debuts – the Firestorm Launch Coaster Wrath of Zeus at VinWonders Phú Quốc in Vietnam, a custom designed Family Boomerang Spirit called Saven at Fårup Sommerland in Denmark and two new unique coasters at Erlebnispark Tripsdrill in Germany.

Firestorm Launch Coaster

Vekoma's Firestorm Launch Coaster offers the adventure of a lifetime! The experience includes no less than three inversions, four airtime hills and six forceful turns and twists. A unique combination of thrills and sights present an experience that doesn't let up until the final turn. Without hesitation the vehicles rocket to over 100 km/h in less than four seconds – a thrill for both riders and nearby spectators. In the blink of an eye the train flies 15 stories up in the air, where riders find themselves floating from their seats. In a brief moment of suspense the train slows down before it plummets back to earth down the beyond-vertical drop.

Erlebnispark Tripsdrill

The Family Boomerang coaster Volldampf and sensational Suspended Thrill Coaster Hals-über-Kopf feature a unique intertwined layout, crossing each other several times. Thematically, both rides have a regional reference which is an exclusive theming that has been created in co-operation with Erlebnispark Tripsdrill. On a track length of about 500m and at speeds of up to 60 km/h, passengers are taken through a break turn, camelback and twisted camelback, s-curve and curved stall up to a height of 22m.

The spectacular STC is newly developed by Vekoma. The latest state of the art technology with machined chassis and steering wheel boogies has been used which runs very smoothly and requires less maintenance. Two trains, each with 10 double seats, run on this track, which is more than 30m high and features numerous inversions, airtime moments, sharp turns and twists at a top speed of 80km/h – a unique prototype installation worldwide!



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Family Boomerang Spirit 'Saven'
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V E K O M A



HAVING established itself as a renowned attraction designer and manufacturer, China's Jinma Rides continues to push the boundaries of what is possible with ever new technological innovations.

The company's newest ride, the Tilting Coaster, features the latest 3D pipe bending technology as well as the titular tilting mechanism to enhance the thrills of the classic roller coaster ride even further. It is just one of a long line of exhilarating rides and experiences that Jinma Rides has been designing and building since its original conception as Golden Horse in the early 1980s.

Based in Zhongshan City in the Guangdong province in eastern China, Golden Horse evolved into Jinma Rides in 2007, though its established reputation up to that point means the Golden Horse name will forever remain synonymous with the company. It is a high-tech enterprise specialising in the development, manufacture and sale of large amusement park attractions such as roller coasters, Ferris Wheels, Immersive Attractions, as well as many other smaller and medium-sized rides and items of equipment.

Since 2009, Jinma Rides has also been operating its own waterpark, the ocean-themed Changjiang Water World in the scenic river area of the company's home city of Zhongshan. The choice of location for this park was something of a masterstroke by Jinma Rides, as the nearby nature reserve river provides a beautiful and natural ecological environment all around it. With attractions designed with a deep sea theme, a silver sand artificial beach and world class rides and amusement equipment, Jinma's first venture into theme park operations has been a resounding success.

That success has bred even more success for Jinma Rides and the Golden Horse legacy. In 2014, the company built an 83m high Ferris Wheel on the roof of the five-story Xingzhong Plaza shopping centre. Then, just two years ago in 2018, it became the first and only amusement ride manufacturer to be listed on the Chinese domestic stock exchange.

It all started in 1983 in an ex-governmental machine tool plant which the Golden Horse founders dedicated to the design and manufacture of amusement rides. They added the installation and ongoing management of the rides to their repertoire and by 1999 they established Golden Horse Amusement Equipment Company Ltd. Within five years they had to move to a larger production base and ever increasing demand for Golden Horse attractions meant they were able to build two more production bases, one specialising in immersive rides and the other dedicated to designing and developing tracks for roller coasters.

Today, Jinma Rides provides attractions not just around China but all over the world. Its rides have been exported to amusement parks all over Asia in countries such as Vietnam, Thailand and South Korea, in the Middle East to Saudi Arabia, as well as to Europe in Russia and Turkey. They have also reached South America and Africa, where Jinma Rides equipment can be found in Algeria, Tunisia and Argentina.

A big part of the success Jinma Rides has enjoyed has been its steadfast dedication to safety with excellent quality control systems that adhere not only to national special equipment safety standards but are also ISO 9001 and TÜV certified. The company has also developed good working relationships with multiple high-end suppliers as well as with theme park operators.

Jinma Rides has many new projects planned around China and Asia, plus its global expansion continues with new projects opening in Indonesia, Uzbekistan, Tanzania and Mexico. The future for Jinma Rides seems to be as golden as their past.

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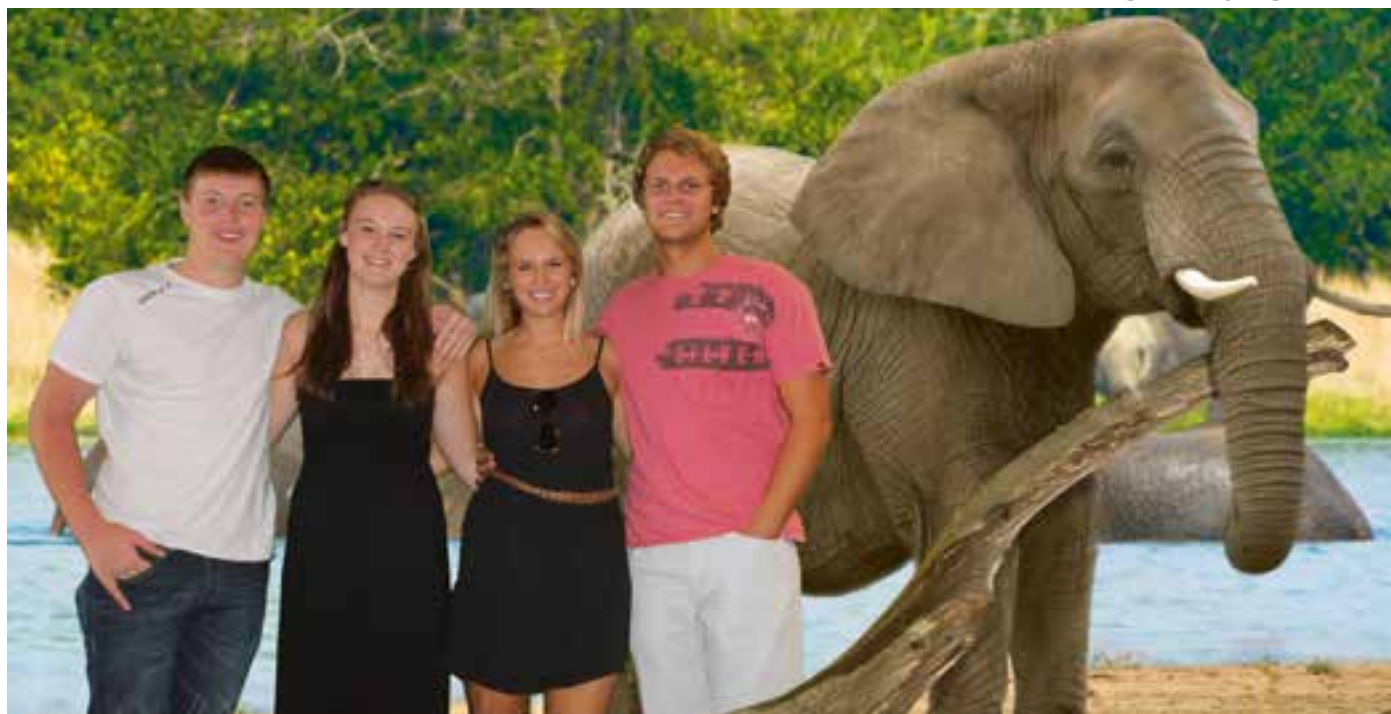
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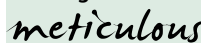
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Meticulous' Dean Weal (left) and Dan Tippetts (right) with Fun Street owners Usman and Shafea Qureshi

EVEN a virtual meeting with the UK based design and build team at master theming company Meticulous Ltd. proves to be a dynamic and inspiring experience.

"Without wanting to state the obvious these have sadly been uncertain and challenging times for everyone in our industry worldwide but one thing is for sure, our industry is certainly needed more than ever now. This pandemic stopped all entertainment and fun," the company's concept director Dean Weal explains, going on to describe how the virus "caught us all by surprise when it arrived and with it the order book literally emptied!"

"But we were extremely lucky as we had several on going projects both in Europe and the UK," she continued. "The largest of these was a new indoor FEC at Silverburn, in Glasgow, Scotland, called Fun Street which we have developed from original concept through design and build and have been working on since Christmas 2018.

Fun Street should have opened for Spring 2020. The Meticulous team had already begun the onsite install in December last year but everything stopped with lockdown.

"We have only just been able to recommence our work on the project which it's hoped will open at the end of August 2020," realisation director Dan Tippetts comments.

Fun Street is certainly designed to put the 'fun' back into life and keep everyone entertained and the owners, husband and wife team Usman and Shafea Qureshi, said: "We wanted to introduce a theme park style concept to kids indoor play. We met Dan and Dean on their stand at the IAAPA Expo Europe in Amsterdam and we instantly knew they were the only people for our project. They brought the fairy tale feeling to Fun Street that we so desired. This

is our first venture and we couldn't have done it without Meticulous. They helped us from concept to completion. Thanks Dan, Dean and the whole Meticulous team for bringing our vision to life."

Unique concepts

Meticulous is a worldwide design and build theming company specialising in coming up with unique concepts and then realising them as complete turnkey attractions for a wide variety of clients in the theme park, visitor attraction, FEC, film and museum sector.

The company, which was formed in 2003, has in the last few years expanded its UK manufacturing operation, effectively more than doubling production capacity.

As Tippetts explained: "We design and build everything in house, at our premises in Leicester. Having moved the main design studio and animation and scenic workshops to our Brazil Street site in 2005, we have now also moved backdrop painting and large scale prop sculpture to our New Bridge Street site. However, the volume and scale of projects were key factors in our acquisition of another Brazil Street factory to allow for even greater production capabilities."

Meticulous Ltd
70e & 70f Brazil Street,
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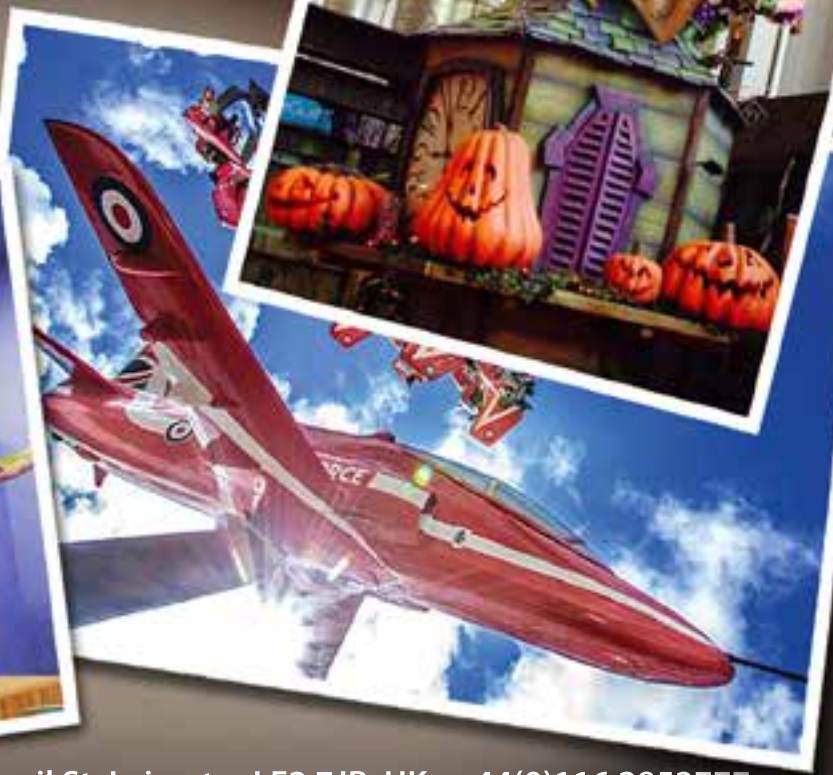
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CANDY canes, jelly beans, ice cream and lollipops are the inspiration behind Empex Watertoys' latest water play structure Aquadolce. With swirls of colour added to the individual water features that surround the climb and slide structure, a magical world of sweet water enjoyment is created for children and adults alike.

Splash parks are a relatively small investment, which can increase the length of stay in a theme park or waterpark. Through Aquadolce, a creative variety of interactive play features entertain children as they rotate through the different sweets and water.

Using a larger pipe size helps to accentuate the vibrant colours of this new theme. With Empex's signature tactile rounded forms paramount for safe play, they lend themselves well to the theme – spheres, domes, twists, ripples, wiggles, circles and balls are intermixed into a myriad of playful shapes and structures, with candy colours added to create the magical aquatic play area.

Empex Watertoys has been an innovator of unique, interactive aquatic playgrounds and spray parks since 1986, providing water play for hotels and resorts, municipal parks and recreation facilities, housing complexes, YMCAs, YWCAs, campgrounds, zoos, military bases, waterparks and amusement parks.

Empex continues to grow at an international level and in recent years opened a new design office to better serve the industry, while continuing to improve its manufacturing. Designing and manufacturing strictly from composite, speciality plastics and limited metal components, which are much lighter than steel, Empex products are easily installed without embedded anchors or complicated foundations. They also utilise a larger pipe size, giving the colours a more dynamic visual, as well as non-ferrous materials that allow for a lifetime corrosion warranty.

Looking ahead, with so much already under the company's belt, new, exciting additions to its product portfolio in the future will continue to push Empex's international presence forward.

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HEADQUARTERED in Barcelona, Spain, Rolba was established in the amusement industry 16 years ago, with its CEO bringing 30 years of waterpark industry experience to the business.

Having started life with just four employees, the company has grown to 20 members of staff, all of which specialise in the design, creation and installation of waterparks and theme parks throughout Europe, as well as some parts of South America and Asia, specifically China, Korea and Vietnam and lately in Russia for its first experience.

Rolba's expertise and technological capabilities mean it is able to design an infinite range of water or dry sports facilities made from a glued laminated wood with a rot-proof coating. Made up of various brands – Rolba Loisir, Rolba Run, Rolba Nautic, Rolba Waves and Rolba Motioneering – the company is constantly working on developing new attractions, such as the Half Pipe, which was one of the first installations at the waterpark Aquabrava Park in Roses, Spain. As well as this, based on its experience in the Alpine ski resorts, Rolba designed an attraction called Family Rafting River where all the family travels along a river inside a dark tunnel, imitating an underground river.

The manufacturer is also well equipped to respond to package job contracts, including beautiful projects such as those featured in Chile and Colombia, featuring Alpine slides and tubing. In fact, it has recently completed the world's largest attraction conveyor – using three parallel conveyors with a maximum capacity of 54 people, a maximum speed of 0.7M/S, a loading width that reaches 2.70m and a length of 43m conveying. Installed at Kerzner-Fosun Atlantis Water Park in China, located on Sanya Island, the three conveyors map out a river of more than 3km in length, featuring fast zones and a multitude of waves. The three uneven, 4m conveyors are independent of each other and feature optimal security – a requirement of the Chinese government authorities.

Historically, some of the company's biggest achievements include three major projects across Portugal, Spain and China. Portugal's Slide and Splash waterpark installed one conveyor of 35 degrees and 19m high with a 42m long lane; at Aquabrava Water Park in Spain, Rolba implemented over 3,000sq.m of air games for children that feature a pirate theme; while in China, Rolba worked with Wanda Group Hefei to install a conveyor for players and a two-user boat, at 6m high, 40m long and with a slope angle of 15 degrees.

More recently the brand won a new contract in Russia for a 21m high boat conveyor. The calculations for this project were very important because the climatic constraints were very influential. Despite the current difficulties created by the COVID-19 pandemic, the Rolba team on site was able to carry out all necessary tests on the operation of the conveyor and make any required adjustments. As a result, at the time of writing commissioning was very close to being completed.

In response to feedback from Slides and Splash waterpark in Portugal, a new product called Starter has also been introduced. This aims to get four-person boats off a



toboggan automatically, eliminating the need for an operator. The idea is to increase the hourly capacity of the ride, while reducing operator fatigue, as they no longer have to push the 450kg boats all day.

With representation in Spain, France, China and Morocco, Rolba continues to expand and has almost tripled its turnover recently thanks to more and more waterpark companies requesting their help in designing conveyors.

Rolba's strengths are in its unique attraction concepts, customised to clients' specific needs, which helps to reduce the number of parks featuring the same kind of attractions. And with its international presence strengthening all the time, the company will continue to push its brands forward, all the while maintaining its high manufacturing standards even down to the smallest of detail, especially when it comes to ease of maintenance for parks. Thanks to its team of engineers and technicians, Rolba's technology is truly of the highest level, ensuring its tailor-made solutions are attractive both for their quality and price.

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ROLBA LOISIRS S/L - Casp. 23 1^{er} 2a - 08010 Barcelona - SPAIN
P +34 670 81 65 85 - info@rolbaloisirs.com
www.rolbaloisirs.com



Polin Waterparks



FOUNDED in Istanbul in 1976, Polin Waterparks is considered one of the world's leaders in the design, production, engineering and installation of waterparks and waterslides, having completed 3,500 waterpark projects in 108 countries.

Polin's high-capacity, state-of-the-art plant covers 35,000sq.m and is able to provide an extremely quick turnaround with a team of 1,500 from 74 nations spread across 19 international offices, 65 partners and distributors worldwide. Its signature rides are particularly exciting – presenting unparalleled design, intense rider experiences and creative theming.

Polin Waterparks has accomplished numerous milestones over the years, including the installation of the first waterparks in many countries, as well as winning awards for rides at world-renowned parks. Recognised for offering the industry's widest range of products, including signature rides such as the patented King Cobra, Magic Sphere, Spheres, Magicone, Space Shuttle, Storm Racer, Stardust and Space Race, Polin is a pioneer of the advancement and application of closed-moulded manufacturing technology in the waterslide industry.

Today, it has converted 100 per cent of its annual fiberglass production to resin transfer moulding (RTM), using it on bowl rides and family rides as well. Polin has, over the years, also developed patented Natural Light Effect (NLE) and Special Pattern Effects (SPE) technology in RTM and translucent RTM waterslides. Designed to industry standards including ISO 9001, OHSAS, ASTM and CSEI, as well as

all European norms and international DIN standards for steel parts, Polin is also the only waterslide company in the industry that holds a quality certificate for all of its waterslides from TÜV.

As an official R&D centre and a pioneer in the field of innovative advancement and application of closed-moulded manufacturing technology in waterslide development, Polin Waterparks continues to focus on innovation in composite manufacturing technologies. The core of Polin Waterparks' R&D strategy is its concentration on financial, customer and process perspectives with particular emphasis on learning, dissemination and innovation. Polin proved its dedication to these aspects of R&D when the company pioneered the advancement and application of light resin transfer molding (LRTM) in waterslide manufacturing. In 2006, it converted 100 per cent of its fiberglass production to LRTM, a first in the aquatic attractions industry.

This development raised the bar for the entire waterpark industry. Since then, Polin has regularly introduced new innovations, including the development of special lighting effects, patterned and transparent composites, sound-integrated components, wooden and metallic finishes, three-dimensional waterslides and unique slide designs.

As a result of Polin's dedication to innovation, the industry meets the first fully transparent composites waterslide, satisfying the need for a better quality, functional, price-advantaged solution compared to the transparent acrylic components that are typically seen in cruise projects.

Polin is also able to provide clients with Combo Options, combining multiple slide experiences in one ride. Racing, thrill and more fun in the same ride, there are nine design options that can be customised and enhanced for each specific project: Graffiti, Mosaic, Triangulated, Wood 'n Slide, Reflection, Honey Comb, Slide 'n Roll, Chameleon and Granite.

Polin is also known for its high profile project collaborations that include the likes of Cartoon Network Amazone, an internationally branded water theme park in Thailand with themed waterslides from Polin. This project even won Polin a WWA Leading Edge Award – an accolade presented to a park and supplier who have brought a project or product to fruition and have created industry innovation and leadership.

Asia continues to play a pivotal role in Polin's achievements and installations, as does the UAE, an area that has been consistently developing for some time now. Looking ahead, projects in China, Iraq, UK, Poland, Malaysia and Algeria, along with many others, will keep the company at the forefront of water park rides and attractions.

Polin Waterparks

Gebkim OSB,
Refik Baydur Cad. No:6,
Kocaeli,
Turkey.
Tel: +90 262 656 64 67
Email: polin@polin.com.tr
www.polin.com.tr





CANADIAN company ProSlide – founded in 1986 by chairman and CEO Rick Hunter – is a global leader in waterslide design and manufacturing, with its rides powering the best, most successful and recognised parks in the industry. Working with its clients, the team is driven to create the world's best water ride experiences and deliver incredible value. They do this through their relentless vision, strong customer focus and commitment to design excellence. If it's world class, it's ProSlide.

With five times more IAAPA Best New Water Ride Awards than all other companies combined, ProSlide continues to introduce thrilling new innovations year after year. ProSlide's new water rides and use of technology are transforming the waterpark industry, with examples of projects to be found at venues such as Universal's Volcano Bay, Europa-Park's Rulantica and DreamWorks Water Park at American Dream Meadowlands.

As the expectations of park guests continue to rise, parks are discovering the need to provide more unique attractions to meet the desires of their customers. This sentiment applies to everyone – from the biggest parks in the world to independently owned local parks. Innovative products help park operators differentiate themselves from their competition and in today's industry differentiation is more important than ever.

ProSlide continues to innovate and provide incredible attractions to parks of all sizes. Just recently in fact, Holiday World & Splashin' Safari in the USA debuted the world's first head-to-head duelling water coaster, which has revolutionised traditional racing rides. Featuring two ProSlide RocketBlast-powered racing slides, totalling more than 1,700ft of track, riders experience a water-powered flat

launch before racing against their families towards the finish line. As well as the first-ever head-to-head duelling zone on a water coaster, the ride features two other RallyPOINTS, where rafts synchronise with one another, while each slide also features two FlyingSAUCER elements, which create a faster and tighter ride with stronger g-forces, as well as maximum curving speed and centrifugal force.

Additionally, in Asia, OCT Nanjing launched China's first FlyingSAUCER, a high-speed turn with an iconic visual design inspired by ProSlide's skiing heritage, while in Europe, Europa-Park's Rulantica in Germany has pushed the limits and incorporated world-class rides into an architecturally stunning new indoor waterpark. Also, when it opens later this year, DreamWorks Water Park at American Dream Meadowlands is poised to do the same with record setting water ride attractions at the largest indoor waterpark in the United States.

Since its beginnings over 30 years ago, ProSlide has offered exceptional service to its customers to ensure they are successful for the long-term. "We Care More" is the ProSlide mantra for how the team focuses on customer success. During challenges and difficult times, ProSlide is dedicated to providing the best support possible so that every ProSlide park opens as soon as possible.

ProSlide Technology Inc.
150-2650 Queensview Drive,
Ottawa,
ON K2B8H6,
Canada.
Tel. +1 613 526 5522
Email: info@proslide.com
www.proslide.com

Cedar Point, Ohio, US

PARKLIFE

SITUATED on the shore of Lake Erie in Ohio, US, Cedar point is the second oldest amusement park in North America with a history dating back to 1870. Thus, in 2020, this world renowned amusement park and resort is celebrating its 150th. anniversary.

Prior to 1870 the Cedar Point Peninsula was mainly used for fishing and hunting, but that all changed following an editorial in the local newspaper in 1867 calling on "some enterprising person" to utilise the magnificent beach on the lake side of Cedar Point. In the summer of 1870, local businessman Louis Zistel opened a small beer garden, bathhouse and dance floor on the peninsula and would bring guests over to Cedar Point on his steamboat, Young Reindeer, for the price of 25 cents. By the 1880s, it was noted in the local paper that "sailing and bathing parties to Cedar Point are all the rage."

Two years later several other steamers were introduced to serve the area while a new dance hall and more bathhouses were also built at Cedar Point. A large Grand Pavilion was opened later in the 1880s, featuring an auditorium, bowling alleys and dining facilities, while an adjacent Ladies' Pavilion provided refreshments suitable for ladies and children.

The park's first roller coaster, the Switchback Railway, was opened in

1892. It stood an "amazing" 25ft tall and reached an "unbelievable" top speed of 10mph.

In 1897 four owners (Adam J. Stoll, Jacob Kuebler, Louis Adolph and Charles Bretz) sold their interests in Cedar Point to the Cedar Point Pleasure Resort Company of Indiana. This marked the coming of George A. Boeckling to the management of Cedar Point, Boeckling guiding Cedar Point's success from 1897 until his death in 1931.

Cedar Point's first hotel, the Bay Shore Hotel, opened in 1899, while The White House, a 55-room hotel, opened on Sandusky Bay in 1901. The following year, the Figure-Eight Roller Toboggan made its debut as the second roller coaster to be built at Cedar Point, while in 1905, the historic Hotel Breakers welcomed its first guests. The hotel offered 600 rooms, making it one of the largest hotels in the Midwest.

A new midway was built in 1906, featuring various rides, games, fortune tellers, merchandise shops, a skating rink, a massive Coliseum with a grand ballroom and other attractions. In the same year the steamer New York was purchased by Cedar Point, while the following year saw the arrival of the steamer Eastland and the beginning of steamship services to Cedar Point from Cleveland.

In 1911 Cedar Point announced that a roadway would be built to the resort, connecting it with the main arteries coming into the Sandusky area, this subsequently opening three years later in 1914. A year later The White House was remodelled and reopened under new name The Cedars.





Another roller coaster, the classic Cedar Point Cyclone, opened in 1929 along the beach, the attraction being billed as "Scientifically Built for Speed, Thrills and Safety," while several years later the Tumble Bug was one of the few rides added to the venue during the Depression.

The mid-1930s saw the removal of the Leap the Dips coaster, while at the end of the decade the dance floor and skating rink of the Coliseum was converted to a ballroom and a refreshment service was added. Top name big bands performed in Cedar Point's Grand Ballroom.

During the 1940s a family favourite, the Midway Carrousel, made its debut, while in the early 50s the regular steamer service between Sandusky and Cedar Point was discontinued. 1957 saw a group of investors from Cleveland

(including George Roose and Emile Legros) acquire ownership of Cedar Point and the Cedar Point Causeway opened in June of the same year. Construction of the Cedar Point Marina, one of the largest on the Great Lakes, was completed in 1959.

Throughout the 1960s, a wide range of new rides, attractions and facilities were introduced at the park, the start of the decade seeing attractions such as the Cadillac Cars, Scrambler and Tiki Twirl opening, along with the Sky Ride and Star Voyager the following year. These were followed in subsequent years by rides including the Sky Wheel, the Cedar Point and Lake Erie Railroad and what is the oldest operating roller coaster at Cedar Point today, the Blue Streak, which debuted in 1964.

Other additions in 1965 included Earthquake, Space Spiral and Turnpike Cars, while Jungle Larry's African Safari opened in the same year. "Jungle Larry" and "Safari Jane" Tetzlaff entertained guests for 30 years with their ever-expanding menagerie of tigers, leopards, exotic snakes, chimpanzees, monkeys and an occasional elephant. Jungle Larry's African Safari ran until the 1994 season.

1968 saw the formation of Cedar Point's live entertainment department, while in 1969 the Cedar Creek Mine Ride, one of the first roller coasters to utilise





steel tubular track, was introduced, along with the Town Hall Museum in Frontier Town, where guests could enjoy displays of photos and memorabilia from the park's colourful past.

Cedar Point's Centennial year of 1970 saw a wide range of additions made to the park. The WildCat, Bayern Kurve, Dodgem #2, Monster, Schwabingchen, Calypso and Super Himalaya all made their debuts, as did the Centennial Theatre (now the Jack Aldrich Theatre). Kiddieland (Kiddy Kingdom) was opened at its present site with 14 rides and a lost children's area, and Sealand, a large walk-through marine exhibit, opened on the beach. This had eye-level windows for guest viewing of sharks, penguins and a variety of other aquatic animals. It was removed after the 2001 season to make room for Wicked Twister.

Connecting Frontier Town with the main midway, the Frontier Trail was built near the lagoons on the bay side of the peninsula in 1971. It offered a shaded walkway with log cabins and craft demonstrations, Fort Sandusky and the Petting Farm. The Camper Village RV Campground with 224 RV campsites also opened in the same year.

Among other key attractions introduced during the 70s were the Corkscrew coaster, the Gemini racing coaster, the tallest and fastest such ride on the planet at the time, and the Junior Gemini.

The following decade began with the opening of Oceana, a 1,600-seat dolphin stadium and aqua zoo, while the Sky Wheel, Funhouse and Shoot-the-Rapids were removed after the 1981 season. Two years later Cedar Fair, L.P. was formed with Robert L. Munger, Jr., as its chief executive officer.

The 80s also brought attractions such as Avalanche Run (re-themed as Disaster Transport in 1990), Berenstain Bear Country indoor complex, Thunder Canyon white water raft ride and the Iron Dragon suspended coaster to the park, while in 1996, declining health forced Robert L. Munger, Jr., to step down as CEO, with Richard L. Kinzel becoming the new president and chief executive officer.

In 1988 Soak City waterpark was opened, the original complex consisting of 10 slides. In 1990, Main Stream and Tadpole Town were added, while five years later Zoom Flume, Renegade River and Choo-Choo Lagoon opened. A 6.5-acre addition in 1997 included a 22,500sq. ft. wavepool, an action slide area with three twisting, enclosed inner tube raft slides, an activity pool section with various interactive water elements and an adult activity area with whirlpools and a swim-up refreshment centre. Splash Zone was added in 2004.

Famous worldwide for its record-breaking coasters, in 1989 Cedar Point opened the world's first coaster to top

the elusive 200ft tall threshold, the Magnum XL-200, and to begin the 1990s, the park opened Sandcastle Suites with 96 suites. The following year a further 91 suites were added.

Mean Streak opened as the tallest and fastest wooden roller coaster on the planet in 1991, with other additions during the decade including Challenge Park, and outdoor section in Bernstein Bear Country, Snake River Falls flume ride and Raptor, which at the time claimed the accolade of being the tallest and fastest inverted coaster in the world.

Also in the 90s the \$12m Mantis opened as the tallest and fastest stand-up roller coaster in the world, while the decade also witnessed the debut of Power Tower, a 300ft-tall thriller that either launches its riders up 240ft or blasts them down 240ft at speeds of up to 50 mph.

Camp Snoopy, a family playland featuring seven rides, opened in 1999, while to kick-start the new Millennium in style, Cedar Point stunned the coaster world in 2000 with the debut of the tallest (310ft) and fastest (93 mph) "giga-coaster" on the planet, Millennium Force. In the same year the 350-room Breakers Express was added on Causeway Drive.

The following year the charming Lighthouse Point opened, featuring 50 cottages, 10 cabins and 59 luxury RV campsites and in 2002 the park debuted its fifteenth coaster, Wicked Twister, and a Peanuts ice-skating programme, Snoopy Rocks! On Ice in the Good Time Theatre (formerly the Cedar Point Cinema).

Cedar Point hit the coaster headlines yet again in 2003 with the debut of the 420ft-tall, 120mph Top Thrill Dragster, making the park home of the tallest and fastest roller coaster in the world.

Among investments in 2004 were those in improvements for the Soak City waterpark, while Cedar Point made a further splash in the same year with the addition of its new \$22m Castaway Bay indoor waterpark resort. Further additions during the noughties included maXair, Skyhawk,



Maverick, the park's seventeenth coaster, from IntaRide, Hot Summer Lights, an all-new sensory experience, and Planet Snoopy, Cedar Point's fourth special area for young children.

In 2011, Cedar Point unveiled WindSeeker, a 30 storey tall swing ride, while in 2012, more than 50 larger-than-life animatronic dinosaurs inhabited Cedar Point's Adventure Island with the debut of the new Dinosaurs Alive! attraction.

Located at the new front entrance of the park, GateKeeper, from Bolliger and Mabillard, forever changed the landscape of the park in 2013. This mammoth ride opened as the longest wing roller coaster and boasted the longest drop of any such coaster in the world. A year later, Cedar Point focused on family fun with the addition of two new rides, Pipe Scream and Lake Erie Eagles, along with several new restaurants, new live shows and more. Lighthouse Point was also refreshed with an all-new check-in centre and 52 deluxe cabins.

Rougarou debuted as the first floorless coaster at Cedar Point in 2015 and in 2016 the venue unleashed Valravn, the world's tallest, fastest and longest dive coaster. The Battle for Cedar Point, an all-new, interactive, augmented reality game also debuted.

Among developments in 2017, Cedar Point Shores Waterpark, a complete overhaul of Soak City, opened with Point Plummet, Portside Plunge, Lakeslide Landing, Lemmy's Lagoon and several new dining and entertainment options. And a year later another world's first came to the park in the shape of Steel Vengeance, the tallest, fastest, longest and steepest hybrid coaster in the world. Indeed the ride was so large, another new roller coaster category was defined – the "hyper-hybrid."

Last year, a new type of attraction opened in the middle of the park, with Forbidden Frontier on Adventure Island welcoming young explorers and families to interact with





island residents, engage with fun attractions and complete secret missions.

Coming right up to date, 2020 was, of course, to have seen huge celebrations at Cedar Point to mark its historic 150th. anniversary milestone but not surprisingly with the COVID-19 pandemic causing so much disruption to all our lives, celebratory plans have been put on hold. Those plans had included “a celebration worthy of a sesquicentennial!” with the park set to mark 150 years of summertime family fun on Lake Erie with multiple additions, including Snake River Expedition, The Corral, French Quarter Confections, The Mac Shack, Wild Turnip, the Celebrate 150 Spectacular parade and more. The park was also planning to introduce the Ticket of a Lifetime promotion, giving lucky winners lifetime admission to Cedar Point. Now, however, these celebrations have been postponed until 2021. There will be select merchandise in gift shops this year, but the majority of new offerings will be held till next year.

For park-goers looking for refreshment and sustenance, Cedar Point has everything from walk-up food locations where you can get chicken fingers, fresh cut fries, cheese-

on-a-stick and more, to dine-in restaurants like Famous Dave’s BBQ, Tomo Hibachi at the Hotel Breakers, Coasters Drive-In and Chickie’s & Pete’s.

Numerous manufacturers and suppliers have provided rides and attractions to Cedar Point over the years and among these have been Bolliger and Mabillard, Intamin/IntaRide, Huss, ProSlide, Zamperla and Rocky Mountain Construction to name just a few.

Typically, the park sees more than 3m visitors per year, with the season running from early/mid-May to the end of October, although for 2020, due to the delayed opening all parks have had to implement due to COVID-19, the reopening date for season pass holders only was July 9 and 10 and for all other guests July 11. The park has developed an extensive coronavirus reopening plan with new processes and enhanced procedures throughout the venue to help control the spread of germs. All guests must reserve their visit in advance through the park’s website or mobile app before arrival while cleanliness, health and safety protocols also include health screening, temperature screening, social distancing and the use of face coverings.

“The safety of all of our guests and associates has always been, and will always be, our top priority. We’re looking forward to returning to summertime fun in a safe and healthy manner,” said Jason McClure, vice-president and general manager of Cedar Point. “We’ve implemented new safety protocols throughout the property that align with the recommendations of health and safety experts. With that guidance, we’re ready and excited to welcome our guests and associates back to Cedar Point.”

All images courtesy
Cedar Point



At a glance

Founded in 1870

First coaster, the Switchback Railway, opened in 1892

First hotel, the Bay Shore Hotel, opened in 1899

Soak City waterpark debuted in 1988

Introduced world’s first coaster to top 200ft tall, the Magnum XL-200

Debuted the 420ft tall, 120mph Top Thrill Dragster coaster in 2003

Over 3m visitors annually

www.cedarpoint.com

Eugene Naughton



Eugene Naughton, Dollywood Parks

InterPark talks to vice-president of operations at Dollywood Parks in Tennessee, US, Eugene Naughton, about his time in the theme park industry, the offering at Dollywood Parks and Resorts, the impact of COVID-19 on the property and the industry as a whole and more

InterPark: Can you provide a brief outline of your time in the attractions industry and the positions you've held?

Eugene Naughton: I spent 19 years at Paramount Parks, including positions in procurement, culinary and as vice-president of in-park revenues. Following that I did 14 years at Six Flags Corporate as vice-president of in-park revenues, based in Dallas, Texas. During my last four years at Six Flags, I focused on international development, designing and building parks in the UAE, China and Saudi Arabia. I started at Dollywood in November 2019, serving as the vice-president of operations for Dollywood Parks.

IP: What is the history of Dollywood Parks and Resorts? When was it founded and by whom?

EN: The property came into existence in 1961 when the Robbins Brothers built a small-scale attraction that featured Klondike Katie – which is still in use today – a general store, a blacksmith shop and a saloon. The property went through a few name and ownership changes until Jack and Pete Herschend bought it in 1975. In the early 80s, the Herschends heard Dolly Parton was looking to create her own theme park in her native Sevier County. They decided joining forces

with her would give each of them an opportunity to share their unique talents, Dolly for her dreams and entertainment prowess, the Herschends for their vast experience in park operations.

The park – which had been known as Silver Dollar City, Tennessee, since 1976 – opened as Dollywood on May 3, 1986, and the rest is history. Dollywood and Dollywood's Splash Country waterpark are the most-visited ticketed attractions in the state, welcoming more than three million guests each season.

IP: What do you feel are some of the key strengths and USPs that the parks and resort overall have to offer?

EN: Our most well-known strength is the welcoming atmosphere our guests experience when they visit us and obviously, our hosts are the reason for this. We've been known within the industry for years as the friendliest park and when you come as a guest that is the first thing you notice about your visit. Second, we have the name of one of the most recognisable entertainers globally right there in our park's name. When Dolly Parton is involved with your operation, everything is going to be world-class and her name alone is going to signal to guests that the experience is going to be one of the best they will find.



Third, the Smoky Mountains provide one of the most unique theme park settings in the world. Great Smoky Mountains National Park is the most visited national park in the country and our location in the foothills allows us the opportunity to bring that beauty into our properties through our ride and attraction theming and festival décor and products. It also provides the perfect backdrop for Dollywood's DreamMore Resort and Spa, as well as our Smoky Mountain Cabins.

IP: Can you briefly describe the latest developments in the parks and what is new for 2020?

EN: The coronavirus pandemic certainly changed some of our plans for the year, but the thing we have been most excited about for our 35th anniversary season is the all-new Flower & Food Festival. I'm glad to say that despite the pandemic causing us to change the dates a little, we're still hosting it this summer! It was originally scheduled to take place in May and June, but we're going to offer it to our guests through the summer so they can enjoy this beautiful festival the way they truly should. As far as the latest developments go, we opened the largest investment in park history last season with Wildwood Grove and that has certainly been a welcome addition. It has provided folks with 11 new experiences during their visit, it allowed our attendance to be distributed across an even larger footprint and it gave Dolly an opportunity to share more of her childhood memories and dreams with our guests.

IP: Over the years, what has been your most successful attraction in terms of return on investment?

EN: Instead of one particular attraction, I would say the decision in the early 2000s to add more roller

coasters to the park really began the growth that has put us where we are today. Prior to the addition of Thunderhead in 2004, the only major coaster at the park was Tennessee Tornado, which was constructed in 1999. Thunderhead – both then and now – is considered one of the top wooden coasters in the world and that attention allowed us to begin growing our list of attractions.

Mystery Mine followed in 2007, with Wild Eagle – which was another game changer – in 2012. Wild Eagle really began to solidify us as a legitimate park for coaster enthusiasts. Since then, we've added FireChaser Express, Lightning Rod and Dragonflyer to our roster and guests visit from around the world to enjoy our unique attractions.

IP: How do you incentivise your staff to do the best job they can?

EN: First off, our hosts are some of the most hard-working you will find anywhere. Additionally, they are all naturally friendly. It isn't something that feels forced when you visit. The warmth and hospitality they share with our guests is genuine. When Dolly had the idea for Dollywood, one of her goals was to provide the people of this area with jobs. She knew that the people of this region are some of the most welcoming anywhere in the country and she realised that guests would want to come back time after time once they felt that warm atmosphere. On top of that, we provide great benefits, both tangible and intangible. We simply try to treat our hosts well. Whether that is through opportunities to advance and leadership training, great perks like tickets to area attractions, an on-site healthcare centre or through our family-like culture, we want our hosts to feel valued. We can't operate at the level we do without them and we want them to know that.

IP: Prior to the COVID-19 pandemic, what would you say were some of the main trends in the US parks and attractions industry and in the wider global industry too?

EN: I believe the industry is, and will remain, focused on delivering an immersive experience, from rides and unique entertainment to on-grounds culinary and retail experiences. These focus points remained common threads no matter what part of the world I was focused on.

IP: How did you continue to engage with guests during the period of enforced closure prior to opening for this season?

EN: I think for everyone in the industry, creativity was king when it came to engaging our guests during the closure of the parks. We have a very interactive community across our social channels, as well as a rather robust group of social influencers – called the Dollywood Insiders – which came together to cultivate a lot of great ideas for Dollywood-focused home projects; stories and experiences from veteran guests, first-time guests and those who have never been here; as well as discussions about how the pandemic affected each and every one of us.

IP: Obviously operating Dollywood Parks and Resorts in 2020 is very different to previous years. Looking at the parks in particular, what operational changes have you introduced to enable you to open and operate safely for both employees and guests?

EN: We remained very focused on delivering a safe experience for our guests and our hosts. That became the basis of every decision made in the reopening process. We generated more than 700 operational changes and we are continuing to refine them as we learn and develop more efficient ways of operating in the post-COVID-19 world. Many changes are simply focused on delivering on our commitment to the TN Pledge and the CDC guidelines. We also continue to work with our partners at Covenant Health who serve as a sounding board for our plans.

IP: What are you envisaging the pandemic will do to visitor numbers this year in your parks, the resort accommodation and throughout the resort as a whole?

EN: We have been following guidelines set forth by the CDC and the state of Tennessee, as well as including many of the standards that have been introduced across the industry. To abide by proper social distancing protocol, we dropped our capacity to around 50 per cent. The benefit to our guests is that they have nearly 50sq. ft more of space each to enjoy the park during their visit. The capacity limit, coupled with the three-month closure, means we will see less visitors this year, but we hope as we move into the end of the season and then into 2021, we'll be able to lessen some of the restrictions and move back to a more normal mode of operation.

IP: How do you think consumer behaviour will change at parks in view of the pandemic?

EN: I believe guests are going to be cautious, especially as they begin visiting through the summer, but I also feel that many people are ready to get back out and spend time with their families and make up for those months when we were all at home. I think folks have realised the importance of family time and setting aside time to have those special family moments together. When guests see the time and effort attractions such as ours have put into their plans following the pandemic, they are going to feel more comfortable with coming out to spend their day with us.

Personally speaking

Not a lot of people know this but I am very good at ... running marathons. I started a personal goal to complete a full marathon in every state. So far, I've finished in 45 states

The most interesting place I've ever been to is ... My role at Six Flags had me operating all over the world. I've seen a lot of interesting places but the Great Wall of China was amazing

Family aside, the prized possession I value above all others is ... my running shoes

My favourite film is ... *Apollo 13*

When I'm not working I like to ... I enjoy reading and spending time with my wife and kids, especially our Disney trips at Christmas

The person who has influenced me most is ... my father. I've been very lucky to have worked with many terrific people over my career, but my father's work ethic and his focus on delivering excellence in his roles has always inspired me to work hard

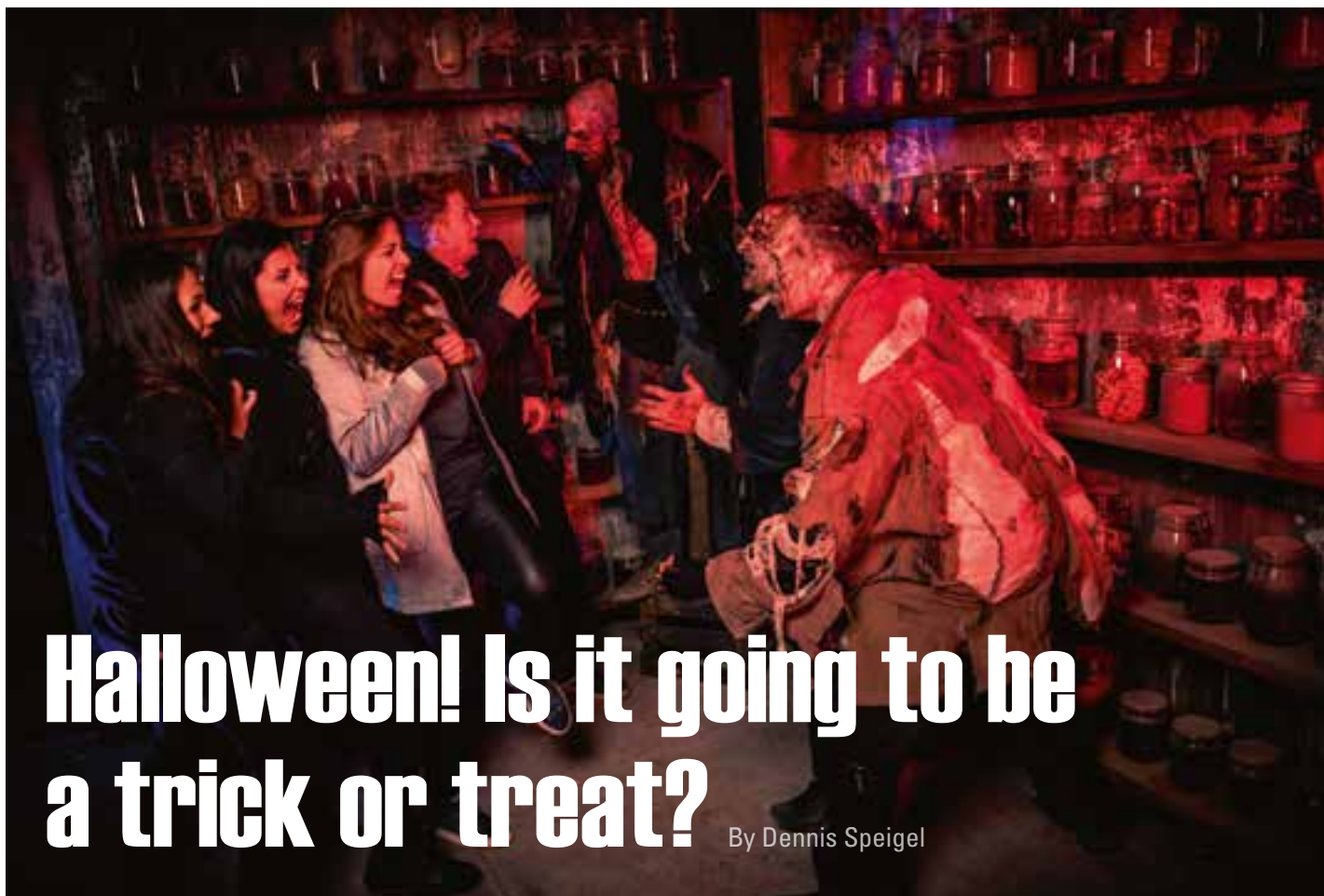
My favourite musician/band is ... I enjoy many, but Elton John knows how to put on a show

If I could invite a celebrity to dinner it would be ... I'd love to sit down with former Presidents Barack Obama and George W. Bush

My unfulfilled ambition is ... my quest to finish a marathon in every state

To really chill out I ... love to be on my boat on the water

I really dislike ... sitting still



Halloween! Is it going to be a trick or treat?

By Dennis Spiegel

Image courtesy
Europa-Park

Continuing his series of articles on the attractions industry, International Theme Park Services (ITPS) founder and CEO Dennis Spiegel discusses the ongoing coronavirus pandemic, its continuing impact on the park and attractions industry and how it will affect one of the global industry's key events – Halloween

BACK during the early 2000s, I remember watching an influenza known as the Swine Flu. It was coming from Asia. I recall speaking with both the CEOs at Six Flags and Cedar Fair and asking them if they were following the H1N1 flu. At that time in the spread of the influenza, it was still early and we were not as familiar with how devastating an influenza could be to the global population. My continued conversation with the CEOs was that I believed

the influenza was going to hit us in the latter days of our operations that year. In late summer of 2009, we saw in 48 states where people under the age of 24 accounted for one half of all H1N1 Swine Flu cases in the USA and countries throughout the world hit by it in the same manner.

I told the CEOs that it was going to manifest around Fall, in September or October, and I believed that it could have a disastrous impact on Halloween programmes throughout our industry globally. Well, it did manifest in that time period and it did impact the largest cross-promotional event we have in our industry – Halloween. Not only was the Swine Flu prevalent in the USA, it was a pandemic and it hit Europe and Asia as well.

To remind you, there were 192,000 cases in Germany; 155,000 in Spain, 214,000 in Belgium and 107,000 cases in South Korea. These countries were definitely impacted by the flu and so were their Halloween programmes.

Watching the spread, I realised that our Halloween programme was going to be heavily impacted throughout

Image courtesy
Walt Disney Co.



the world. Long story short, we experienced our first Halloween shortfall in the Industry in 15 to 20 years.

Why was it so impactful and so evenly spread and persona non grata throughout the industry? Because mother makes the decision on where families, especially those with children and teens, are going to go for their recreation. She has always been the decision maker and that role, while somewhat diluted today, remains for the most part.

For 2020, the most difficult season our global industry has ever experienced, the question is will there be a large number of Halloween events cancelled this year? Well, that question is already being answered. Disney has cancelled the Not-So-Scary Halloween programme; Europa-Park in Germany has cancelled its Traumtica event; Kennywood in the USA has cancelled its Fright Nights programme; and each week, there are more such events being scrubbed by parks.

Halloween programmes as we know are tightly packed events. Guests are jammed together to amplify the ghostly, spooky, scary experiences. For some park organisations their Halloween event starts in September running through October and depending how the calendar falls, some even continue it into November. As early as it is in the 2020 season, cancellations continue to be announced and more will be forthcoming in the next several weeks. It is a sign of the times of public reaction and what parks have to cope with due to the past crowds and great success of Halloween.

These announcements come as no surprise, specifically as we see secondary spikes of coronavirus emerging throughout the world (as I write, Hong Kong Disney closed today for the third time this year.) Both the CDC and WHO indicate, whether we want to hear it or not, that spikes are coming this fall just in time for the two large seasonal events – Halloween and Christmas. These programmes through the years have, in certain times, been make or break events, contributing to an operator's bottom line at a time when it has been beneficial to help correct earlier seasonal attendance impediments (weather, economy, oil prices).

My bet is on a much slower fall event season. Sorry, but the current indicators all point in that direction. There is one thing we can all say for certain about the 2020 season – Halloween programmes or not, this has been the scariest season ever!



Image courtesy Universal Studios

Dennis Spiegel is founder and CEO of International Theme Park Services (ITPS), based in Cincinnati, Ohio, USA. A past chairman of the International Association of Amusement Parks and Attractions (IAAPA), he has over 50 years' experience in the theme park and leisure industry. Since its inception in 1983 ITPS has worked on over 500 projects in 50 countries and is uniquely qualified to assist in all aspects of entertainment project development.

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World news round-up ...

US THELMA & Boom, the California-based theme park and entertainment designer, is partnering with the International Theme Park Services (ITPS) to bring an innovative new design process to the industry. The two companies have introduced Concept+, a new design process that delivers the comprehensive creative aim of a project before the beginning of the schematic design phase. The design process incorporates a TB-developed visualisation method known as Design Integrated Modeling (DIM), designed to nurture the efficiency and accuracy of the creative phase.

CHINA The Nantong Yangtze River Aircraft Carrier International Tourism Resort project has been signed off with a total investment of CNY16 billion (US\$2.3 billion). The first phase of the project is scheduled to start in January next year, with opening set for May 1, 2022. The second phase is expected to begin in early 2022, with opening scheduled for 2025. A third phase will then follow. The resort will include a theme park, circus theatre, hotel, commercial district and cultural and tourism elements.

US Designed to promote a healthy, smart and fun-filled guest experience when its parks reopened, Cedar Fair has expanded its suite of mobile apps. The company has added new technology and features to enhance its mobile app capabilities to enable a safe and efficient experience for guests and staff. The app upgrades include new digital reservation and payment capabilities, mobile app location modules, real-time alerts regarding any capacity constraints in places that may affect a guest's visit and mapping and wayfinding modules to enable guests to find their way round the parks with ease and to limit potential overcrowding.

TURKEY FUTURA Form, a Polin Group company, is developing alternative solutions for the health sector. The Futura Form Sanitary brand of products has been developed for the health sector and general public health in response to the needs that

have arisen due to the coronavirus pandemic. The products include negative pressure patient isolation cabinets; the medical cabin, designed to efficiently convert gymnasium-like closed areas into hospitals to create additional medical care capacity; the disinfection tunnel for use at the entrance of facilities and buildings; and other products including the UV sterilisation box, disinfection units, isolation cabin, sample collection unit, the corona shield and disinfection liquids.

US DISNEY has announced it is to transform the theme park experience for guests with the use of Internet of Things (IoT) and wearable tech such as MagicBands. Disney parks have been using wearable MagicBands since 2013, which enable guests to enjoy interactive experiences during their visit. With a small antenna and a high frequency radio device, MagicBands can be detected at short-range touchpoints. This allows visitors to touch in at gates, pay for merchandise and F&B and open doors without any contact, capabilities that are required in the safe reopening of sites during the coronavirus pandemic. Sensors are also placed around Disney parks, enabling real-time data to be streamed about guests' locations and what they are doing. These sensors, together with the MagicBands, transform the parks into huge data processors, referred to as Internet of Things.

CHINA Construction of the first phase of Ruzhou Lewa City, with a total investment of CNY12 billion (US\$1.7 billion), has officially started. Located in Hot-spring town, Ruzhou City, Henan Province, the project will include Performing Arts City, Hot Spring World, Fun City and a five-star hotel cluster. The Performing Arts City will incorporate various forms and themes such as indoor multi-dimensional, special effect performances and outdoor live performances. Hot Spring World will feature an indoor hot spring area, lazy river, children's water play activities, a large water slide, artificial waves, beach volleyball and other attractions.

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Editor: Andrew Mellor
Email: andrewmellor@aol.com

Publisher: John Fosbrooke

News Editor: Gabrielle Picard Whitehead
Email: editor@interpark.co.uk

Contributors this issue:
Beth Whitaker, Dennis Spiegel, Chris Smoje

Advertising Sales: John Fosbrooke
Email: john@interpark.co.uk

Asian Sales & subscriptions: Lily Zhang
Email: lily@interpark.co.uk

Circulation Manager: Becky Wang
Email: subscriptions@interpark.co.uk

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Editorial information
Email: editorial@interpark.co.uk

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Advertising & subscription information

Tel: +44 1457 865500

Fax: +44 1618 840089
advertising@interpark.co.uk
subscriptions@interpark.co.uk

Website: www.interpark.co.uk

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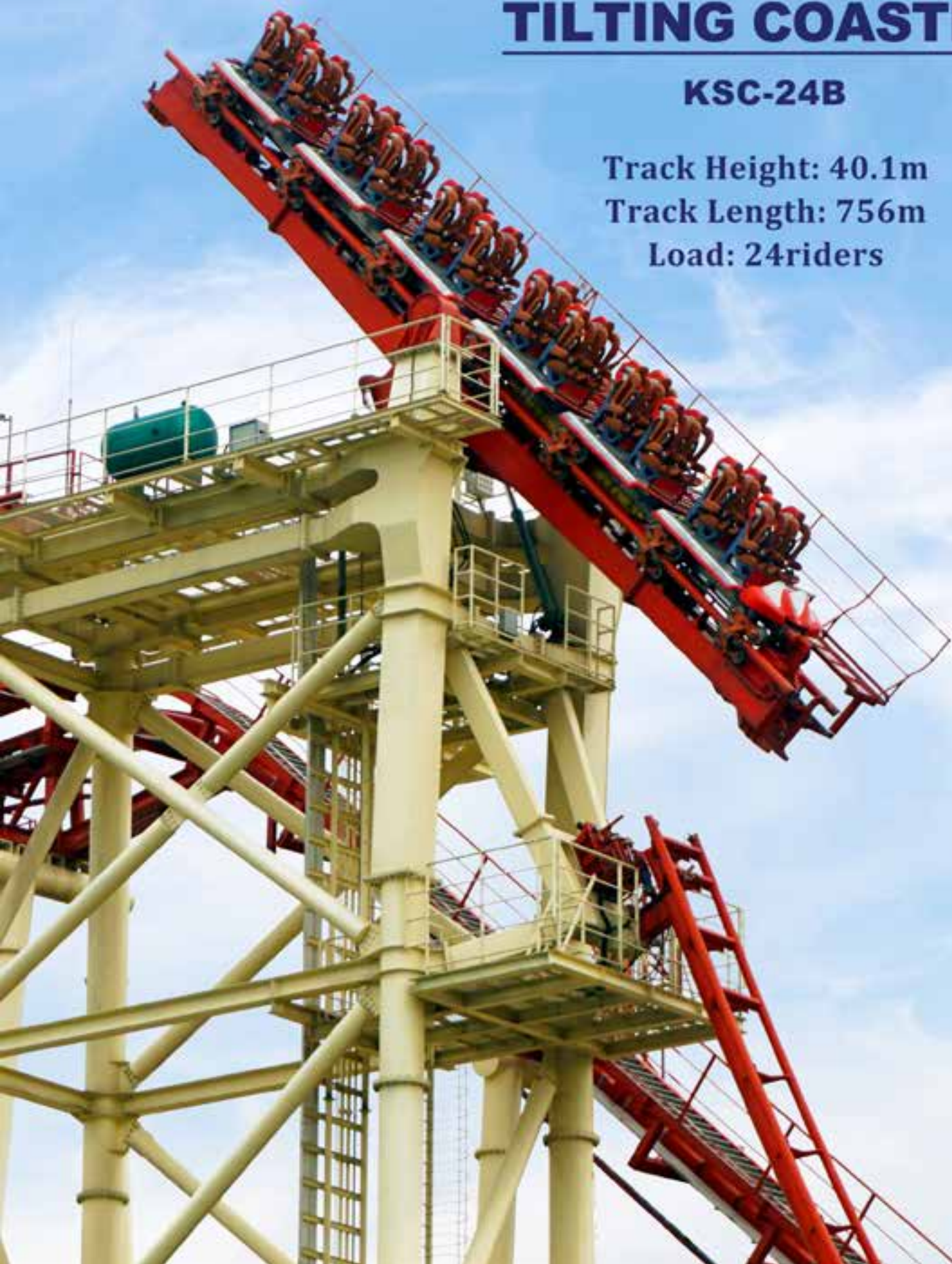
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